

2009

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles
Motor Vehicle Division



**Texas Department
of Motor Vehicles**
HELPING TEXANS GO. HELPING TEXAS GROW.

Motor Vehicle Division
Consumer Affairs Section

4000 Jackson Avenue
Austin, TX 78731

www.txdmv.gov



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Greetings:

Legislation enacted last session created the Texas Department of Motor Vehicles (TxDMV). By creating a new agency, the Texas Legislature acknowledged the large number of vehicles operating in Texas and recognized the importance of the motor vehicle related sector to the Texas economy. To create the new agency, the functions and operations of the Auto Burglary and Theft Prevention Authority, the Motor Vehicle Division (including the Lemon Law), the Vehicle Titles and Registration Division and the motor carrier operating authority part of Motor Carrier Division were transferred to TxDMV on November 1, 2009.

Since the inception of the Texas Lemon Law in 1983, it has continued to help consumers who buy or lease new motor vehicles with defects and who have repeated problems getting those vehicles properly repaired. From 1993 to 2009 there have been 15,522 complaints filed and it is estimated that the Lemon Law has generated over \$109.5 million in relief to Texas consumers.

The 2009 annual report, which is the eighteenth annual report published on the Lemon Law, includes information on the program results, geographic distribution of complaints filed, defects reported, complaints filed and closed, complaint processing times, settlements, and vehicles ordered repurchased or replaced.

Prior to 2008, trade publications indicate total U.S. light vehicle sales were consistently above 16 million. However, with the economy starting a sharp decline in the last quarter of 2008, light vehicle sales dropped 18 percent to 13.2 million, which continued in 2009 with sales declining another 21.2 percent to 10.4 million. In 2008, Texas light vehicle sales declined only 12.4 percent from the previous year, but in 2009, sales declined another 27.3 percent. Early first quarter 2010 forecasts indicate sales have not only bottomed out but are expected to rebound to an annual sales rate of 11.5 million light vehicles.

The decline in U.S. light vehicle sales is directly impacting the number of claims filed under state lemon laws. Though the number of claims filed under the Texas Lemon Law remained constant in 2008, the number filed in 2009 declined 24 percent.

The customer satisfaction survey results, which are included in the report again this year, continue to indicate that the vast majority of Texas citizens who have used the Lemon Law consider it to be an effective remedy in resolving a complaint involving a problem vehicle.

Feel free to contact the Motor Vehicle Division staff to suggest improvements in the program.

Sincerely,

Brett Bray
Director
Motor Vehicle Division

**TEXAS DEPARTMENT OF MOTOR VEHICLES
MOTOR VEHICLE DIVISION
CONSUMER AFFAIRS SECTION**

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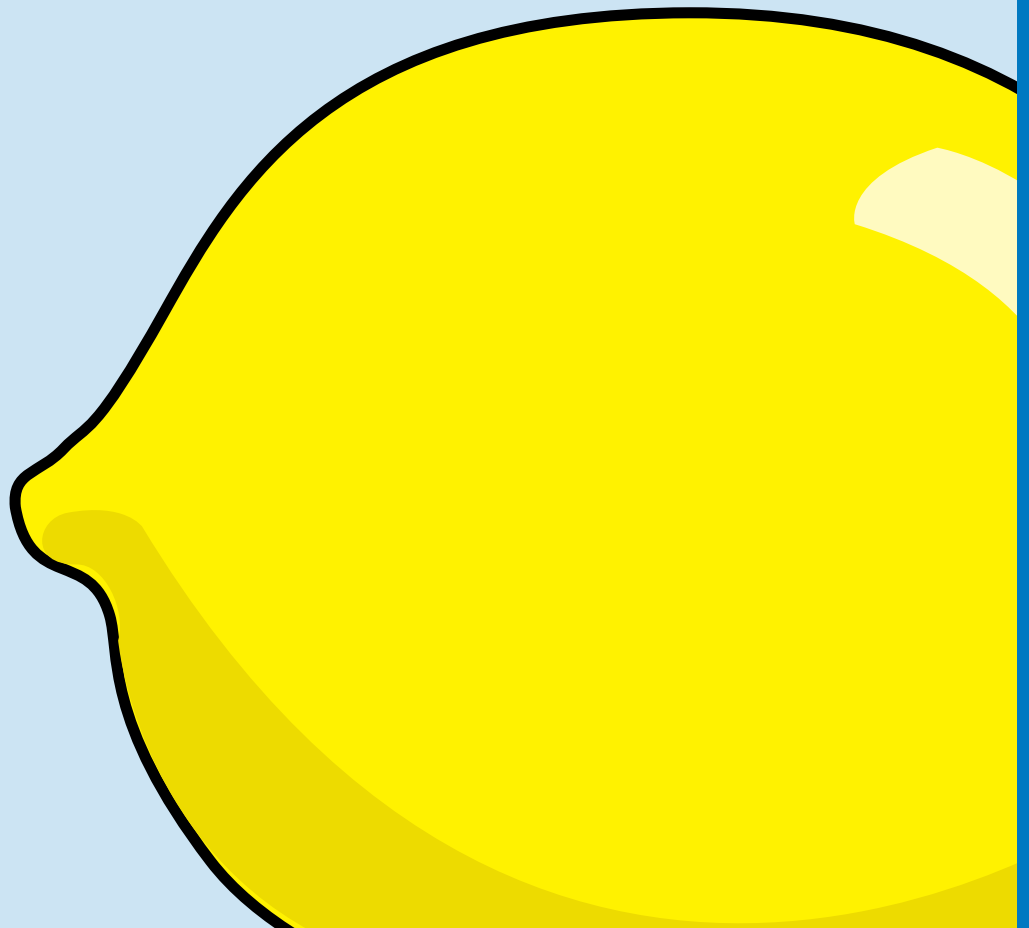
John Castillo

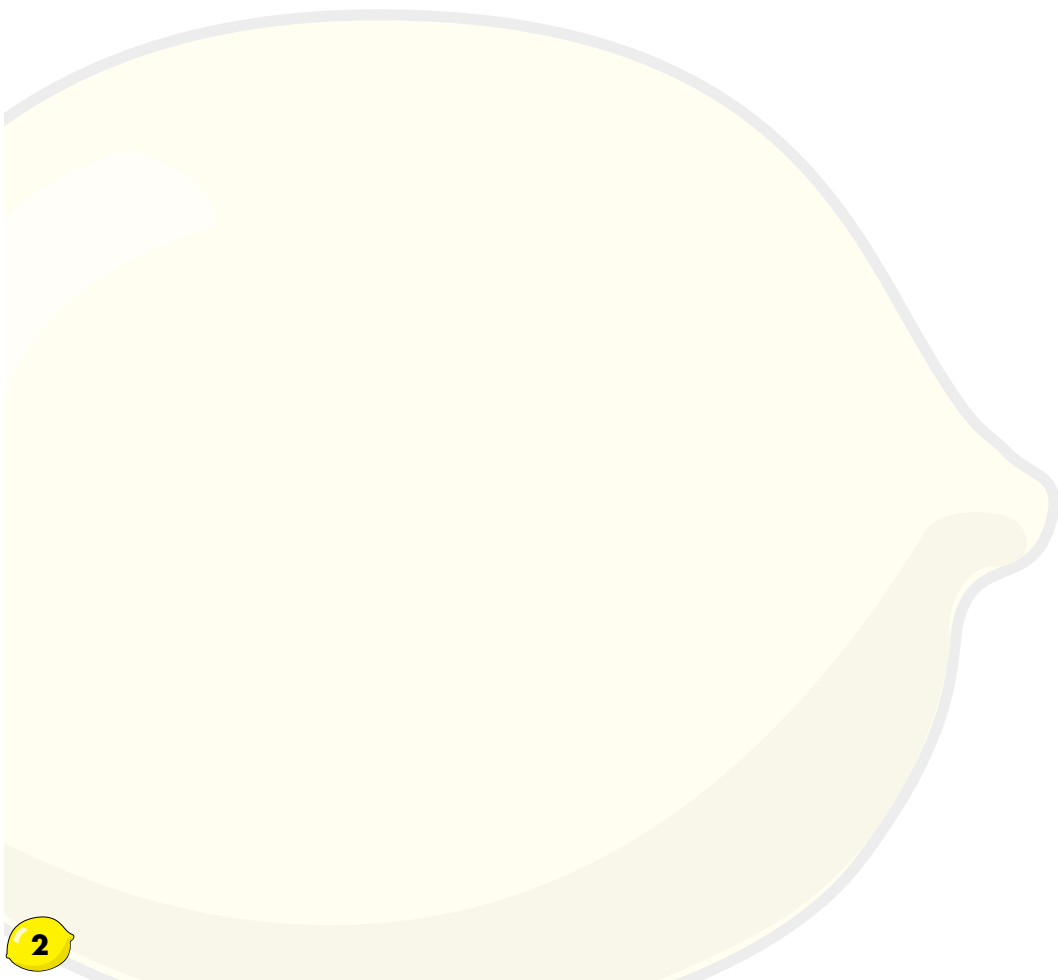
Support Staff

Table of Contents

Section	Page
Vehicles Covered.....	1-4
Introduction to the Program Results for CY 2009.....	5-10
Chart A - Summary of Program Results.....	7
Chart B - Geographic Distribution of Complaints Filed by Hearing Region	8
Chart C - How Consumers Hear About The Lemon Law	10
Complaint Process.....	11-20
Chart D - Complaint Process	14
Chart E - Mediation Inspections.....	16
Chart F - Average Number of Days to Process Complaints	19
Complaints Filed	21-36
Chart G - Complaints By Make and Model (Passenger Cars & Trucks).....	24
Chart G1 - Complaints By Make and Model (Motor Homes)	30
Chart G2 - Complaints By Make and Model (Towable Recreational Vehicles).....	33
Chart G3 - Complaints By Make and Model (All Terrain Vehicles and Motorcycles)	34
Chart H - Predominate Defects Reported For The Top 15 Vehicle Models By Make and Model..	36
Complaints Closed	37-46
Chart I - Complaint Resolution.....	39
Chart J - Settlements By Manufacturer	40
Chart K - Final Orders By Manufacturer	41
Chart L - Vehicles Ordered Repurchased or Replaced - By Make and Model	43
Chart M - Manufacturer Reacquired Vehicles	44
Chart N - Overall Lemon Law Program Rating	45
Conclusion	47-50
Acknowledgments	51-54

VEHICLES COVERED





VEHICLES COVERED



PASSENGER CARS



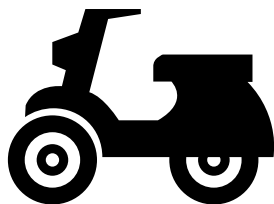
**LIGHT TRUCKS
INCLUDES MINI-VANS AND
SPORT UTILITY VEHICLES**



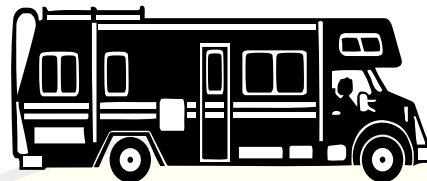
**MOTORCYCLES
(MC)**



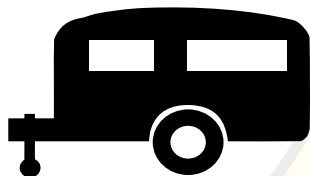
**ALL TERRAIN VEHICLES
(ATV)**



MOPEDS



**MOTOR HOMES
(MH)**



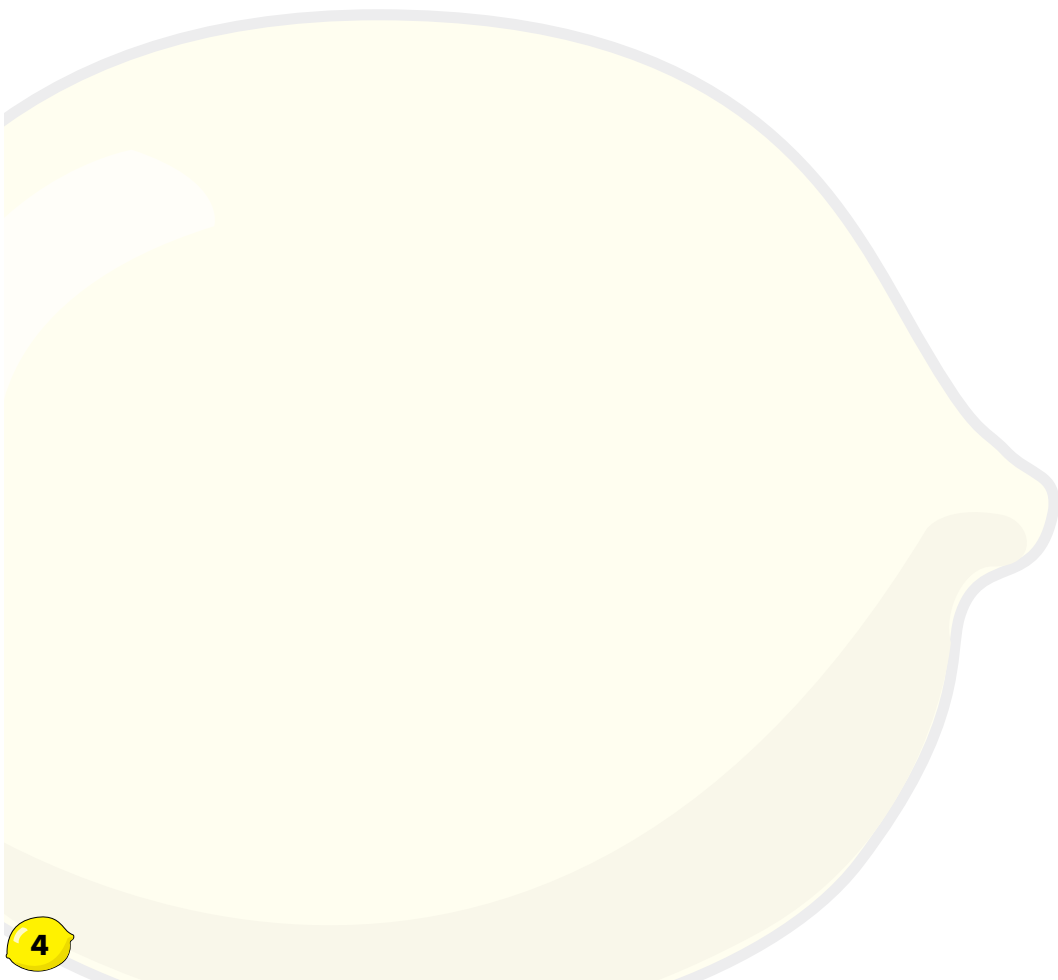
**TOWABLE RECREATIONAL
VEHICLES
(TRV)**



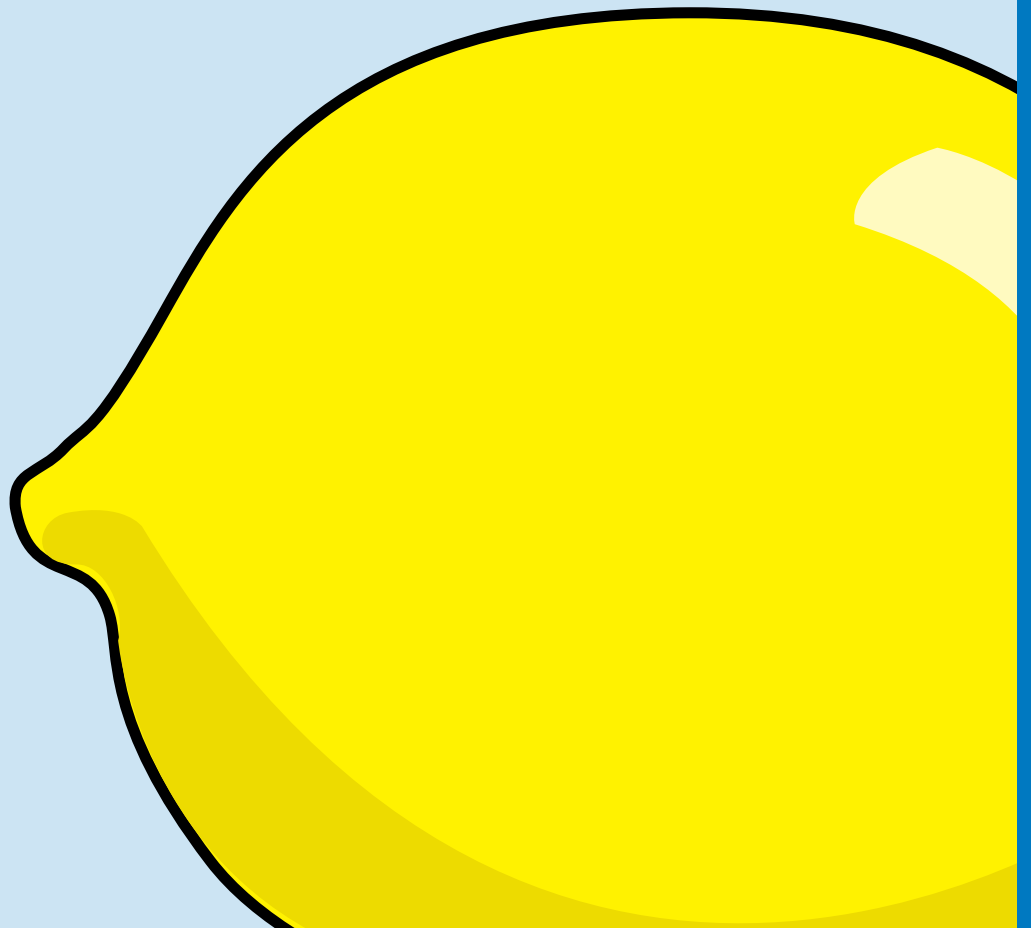
**MEDIUM TRUCKS
(MT)**

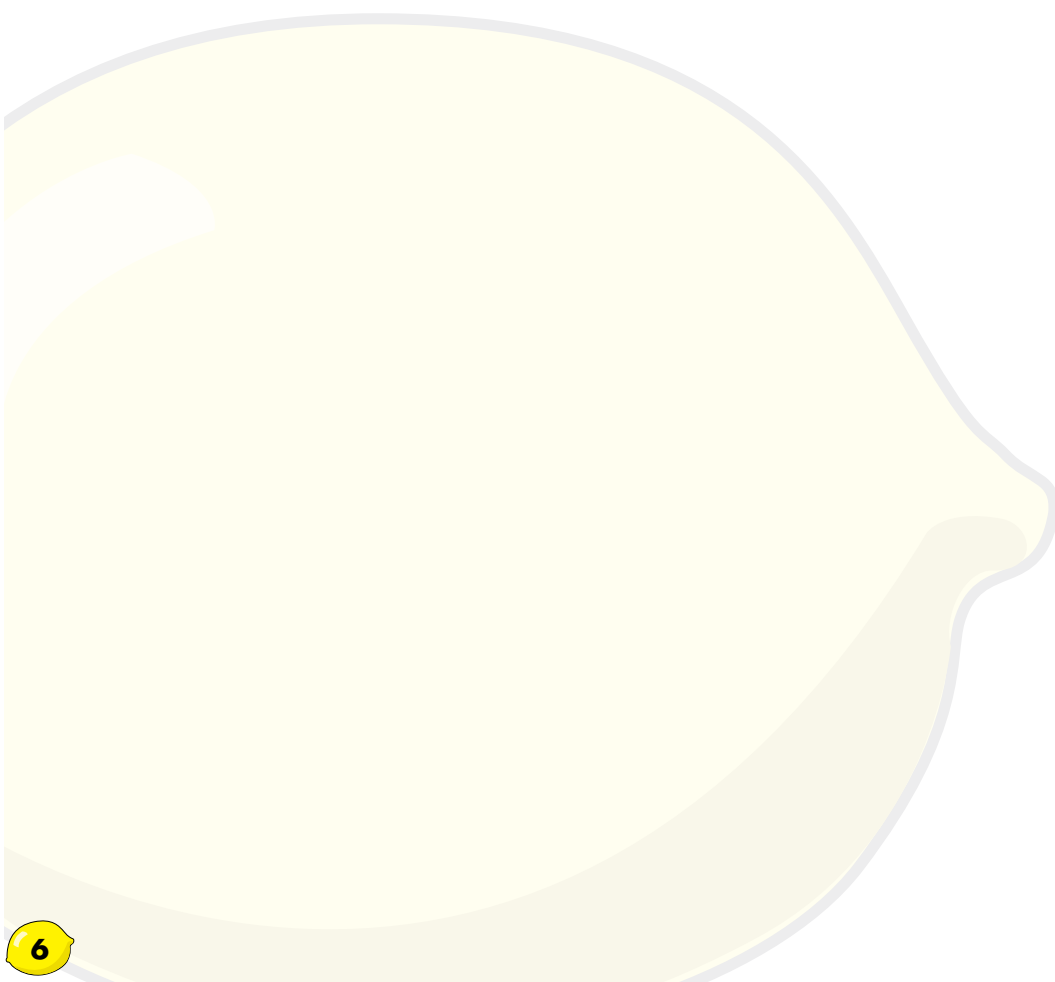


**HEAVY TRUCKS
(HT)**



INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2009





INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2009

The report includes text and charts to illustrate the resolution of 575 complaints during 2009. Of the complaints processed in Calendar Year 2009 (CY '09), 348 were carried over from the end of CY '08 and 508 were complaints that were received in CY '09. Chart A shows an overview of the program results for CY '09 along with the previous two years' results for comparison.

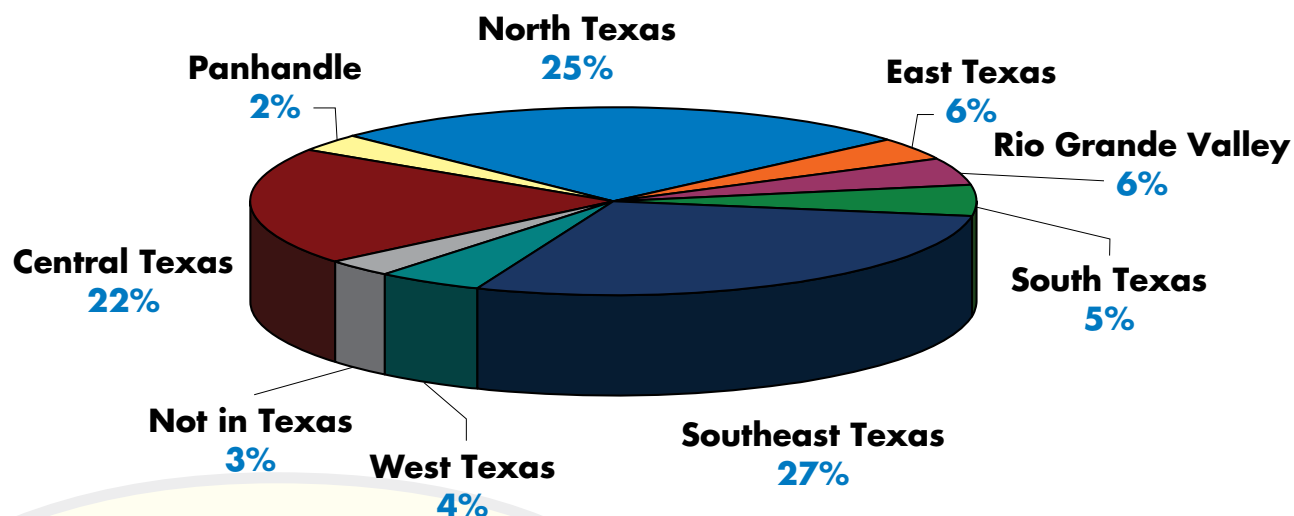
Most complaints involve passenger cars and light trucks; however, complaints were received on all terrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes and towable recreational vehicles. Prices of the vehicles complained against ranged from a few thousand dollars to almost four hundred thousand dollars for a luxury motor home.

CHART A SUMMARY OF PROGRAM RESULTS

	CY '07	CY '08	CY '09
Complaints Filed	669	670	508
Complaints Closed	630	629	575
Inspections Held	25	62	50
Settlements	261	284	292
Repurchase/Replacement Orders	16	36	34

Chart B shows the geographic distribution of complaints filed by hearing region. The distribution has remained relatively constant over the last nine years. The hearings are held primarily at State Office of Administrative Hearings field offices as well as at some Texas Department of Transportation offices. The following pages show a breakdown of the counties within the hearing region.

CHART B
GEOGRAPHIC DISTRIBUTION OF COMPLAINTS FILED
BY HEARING REGION



PANHANDLE

Armstrong	Dallam	Hale	Lamb	Randall
Bailey	Dawson	Hall	Lipscomb	Roberts
Briscoe	Deaf Smith	Hansford	Lubbock	Sherman
Carson	Dickens	Hardeman	Lynn	Swisher
Castro	Donley	Hartley	Moore	Terry
Childress	Floyd	Hemphill	Motley	Wheeler
Cochran	Foard	Hockley	Ochiltree	Yoakum
Collingsworth	Gaines	Hutchinson	Oldham	
Cottle	Garza	King	Parmer	
Crosby	Gray	Knox	Potter	

NORTH TEXAS

Archer	Delta	Hill	McLennan	Tarrant
Baylor	Denton	Hood	Montague	Throckmorton
Bell	Ellis	Hopkins	Navarro	Wichita
Bosque	Erath	Hunt	Palo Pinto	Wilbarger
Clay	Falls	Jack	Parker	Wise
Collin	Fannin	Johnson	Rains	Young
Cooke	Franklin	Kaufman	Red River	
Coryell	Grayson	Lamar	Rockwall	
Dallas	Hamilton	Limestone	Somervell	

EAST TEXAS

Anderson	Gregg	Nacogdoches	San Jacinto	Van Zandt
Angelina	Harrison	Panola	Shelby	Wood
Bowie	Henderson	Polk	Smith	
Camp	Houston	Rusk	Titus	
Cass	Marion	Sabine	Trinity	
Cherokee	Morris	San Augustine	Upshur	

RIO GRANDE VALLEY

Brooks	Hidalgo	Kenedy	Willacy
Cameron	Jim Hogg	Starr	Zapata

SOUTH TEXAS

Aransas	Dimmit	Jim Wells	Live Oak	Val Verde
Austin	Duval	Karnes	Matagorda	Victoria
Bee	Fayette	Kinney	Maverick	Webb
Calhoun	Goliad	Kleberg	Nueces	Wharton
Colorado	Gonzales	La Salle	Refugio	Zavala
DeWitt	Jackson	Lavaca	San Patricio	

SOUTHEAST TEXAS

Brazoria	Galveston	Jasper	Montgomery	Tyler
Chambers	Hardin	Jefferson	Newton	Waller
Fort Bend	Harris	Liberty	Orange	

WEST TEXAS

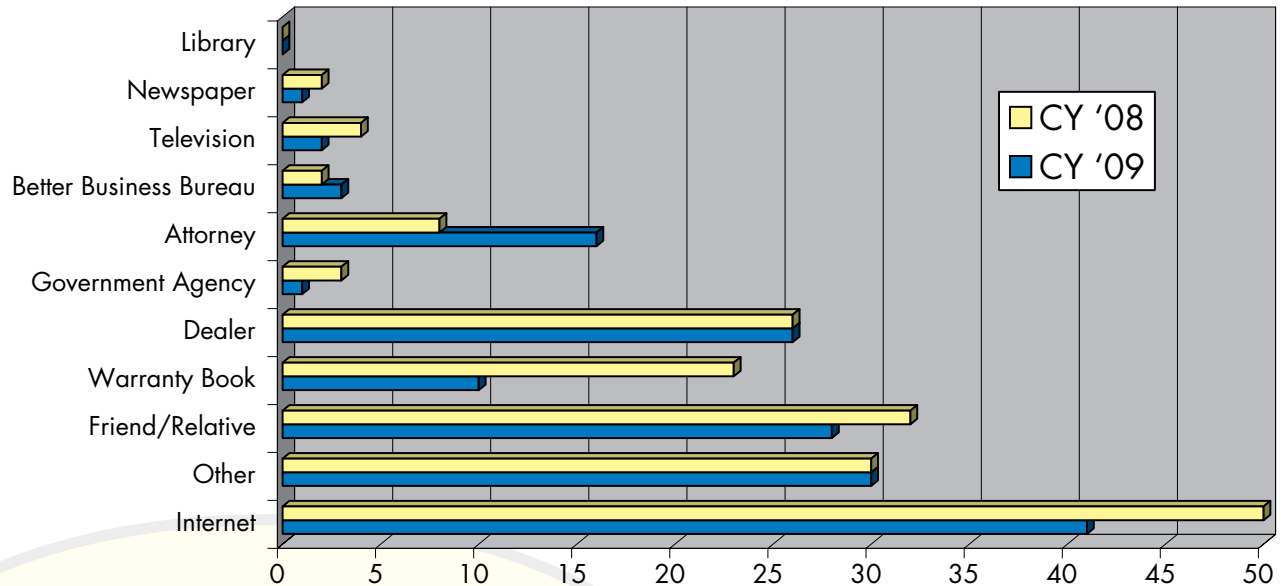
Andrews	Ector	Loving	Presidio	Ward
Brewster	El Paso	Martin	Reeves	Winkler
Crane	Hudspeth	Midland	Terrell	
Culberson	Jeff Davis	Pecos	Upton	

CENTRAL TEXAS

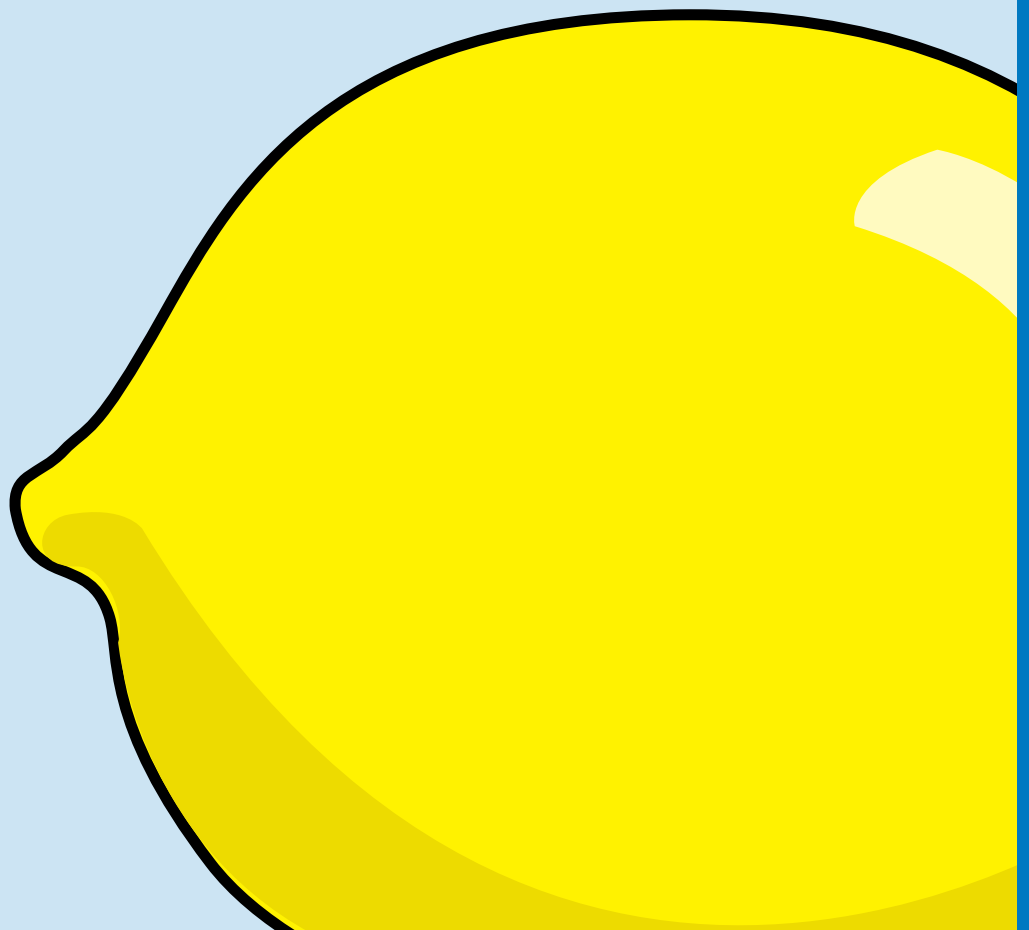
Atascosa	Comal	Hays	Madison	Scurry
Bandera	Comanche	Howard	Mason	Shackelford
Bastrop	Concho	Irion	Medina	Stephens
Bexar	Crockett	Jones	Menard	Sterling
Blanco	Eastland	Kendall	Milam	Stonewall
Borden	Edwards	Kent	Mills	Sutton
Brazos	Fisher	Kerr	Mitchell	Taylor
Brown	Freestone	Kimble	Nolan	Tom Green
Burleson	Frio	Lampasas	Reagan	Travis
Burnet	Gillespie	Lee	Real	Uvalde
Caldwell	Glasscock	Leon	Robertson	Walker
Callahan	Grimes	Llano	Runnels	Washington
Coke	Guadalupe	McCulloch	San Saba	Williamson
Coleman	Haskell	McMullen	Schleicher	Wilson

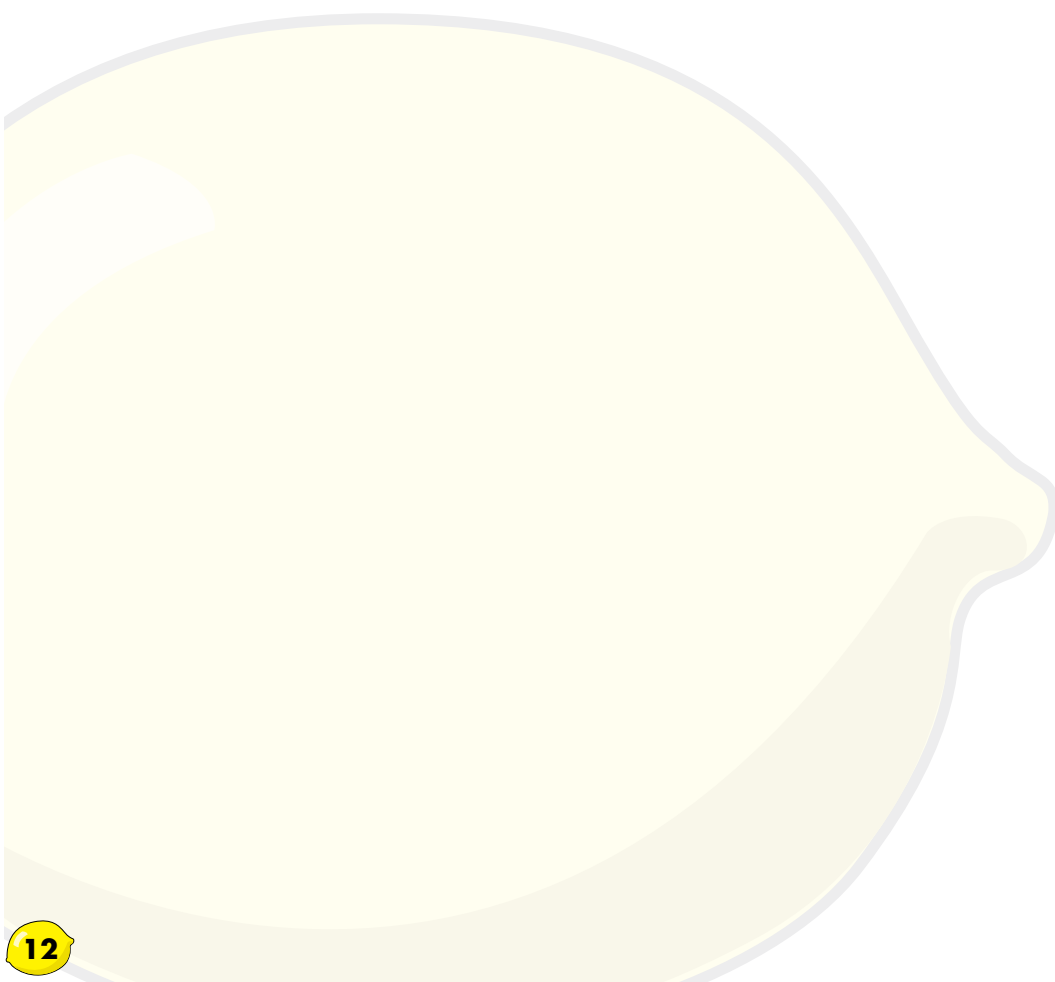
Chart C lists the different ways consumers hear about the Lemon Law. For CY '09, survey results show that consumers continue to hear about the program primarily from the Internet. Out of 499 surveys mailed to consumers in CY '09, 30 percent (151) of them were returned, compared to 34 percent (182) in CY '08.

CHART C
HOW CONSUMERS HEAR ABOUT
THE LEMON LAW



COMPLAINT PROCESS





COMPLAINT PROCESS

PROVISIONS OF THE TEXAS LEMON LAW

According to Chapter 2301 of the Occupations Code:

Subchapter M provides **new** motor vehicle owners, lessors, or lessees, or their resident transferee or assignee, who purchase or lease their vehicles from licensees of the Motor Vehicle Division, a forum to air complaints about vehicles that they have been unable to have repaired under warranty. Depending on the circumstances, a consumer can seek repurchase or replacement of the vehicle by the manufacturer, converter or distributor under the Lemon Law. A \$35.00 filing fee is required.

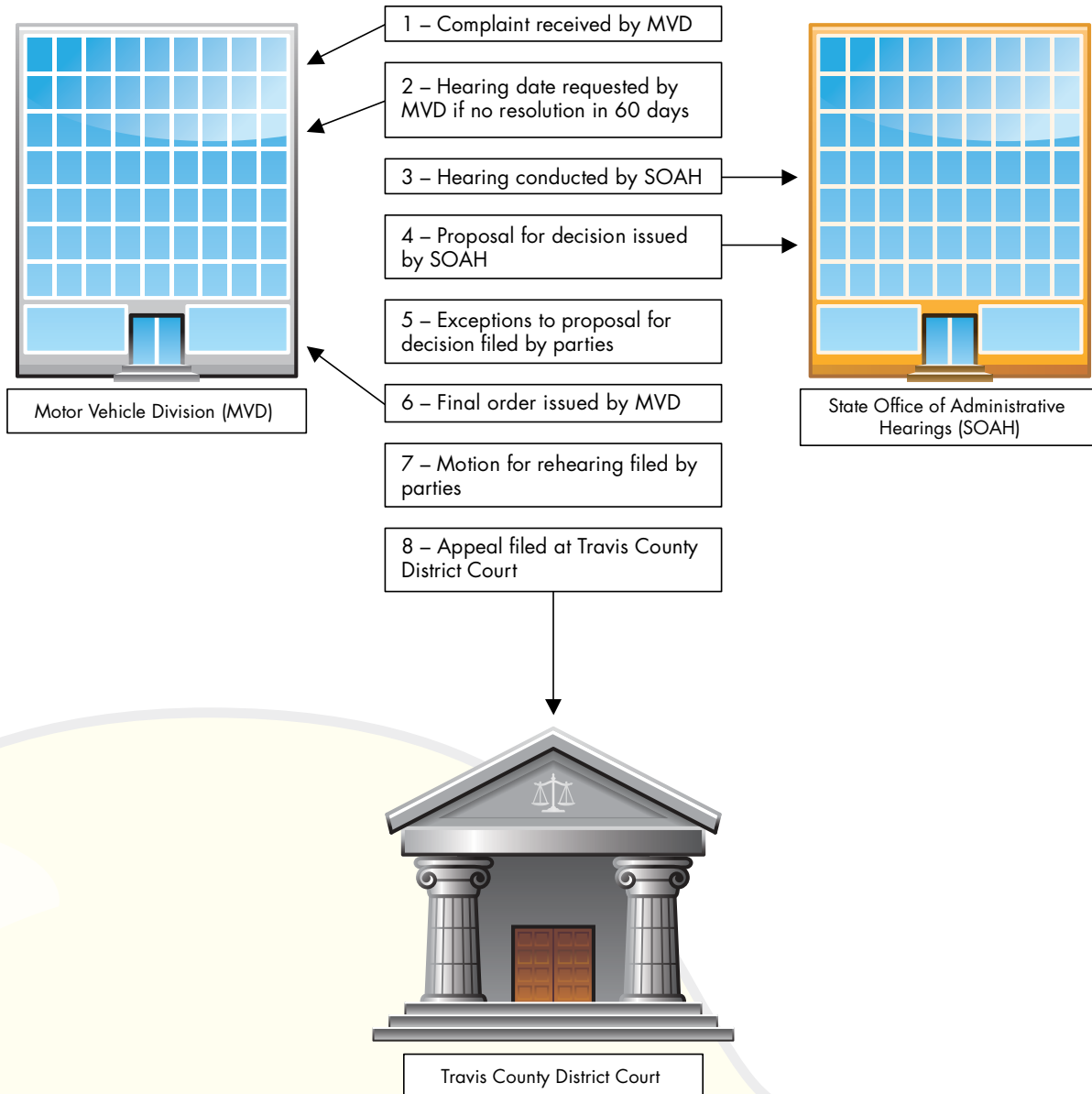
Section 2301.204 provides repair relief to motor vehicle owners whose vehicles do not qualify for repurchase or replacement according to Subchapter M.

For buyers of **used** vehicles or new vehicles purchased or leased from non-licensees of the Motor Vehicle Division, available relief is limited to repairs only under Section 2301.204.

ENFORCEMENT OF THE TEXAS LEMON LAW

The Motor Vehicle Division of the Texas Department of Motor Vehicles, specifically the Consumer Affairs Section, is responsible for enforcement of the Texas Lemon Law. Chart D describes the complaint process which may vary depending on the case. A resolution of the complaint may be reached at any time during the process.

CHART D COMPLAINT PROCESS



RESPONSIBILITIES OF THE CASE ADVISORS

Before a hearing is scheduled: When a complaint is received, it is evaluated by a Case Advisor to determine whether the consumer is eligible for relief. After determining that a complaint meets the jurisdictional requirements of either Subchapter M or Section 2301.204, the Case Advisor serves as a liaison between the consumer and representatives of the manufacturer and dealer. Often, their assistance results in resolution of complaints soon after filing.

After a hearing is scheduled: The Case Advisor contacts consumers prior to a hearing being conducted by an Administrative Law Judge from the State Office of Administrative Hearings to review the hearing procedures and to answer any questions that may arise. The Case Advisor furnishes information concerning the proof requirements of the Lemon Law described in the consumer handbook.

VEHICLE INSPECTION PROGRAM

The vehicle inspections are conducted by inspectors from the Texas Department of Motor Vehicles in an effort to resolve complaints earlier in the process without the need for a hearing. Generally, inspections are performed at authorized dealerships near the consumer so that diagnostic equipment is readily available. The inspector analyzes the facts based on the inspection of the vehicle and the evidence that the consumer could prove, should a hearing be required. Very often, the parties (consumer, consumer's representatives and manufacturers' representatives) reach an agreement during the inspections to resolve the complaint. In CY '09, 50 inspections were conducted throughout the state. Of these complaints, 45 (90 percent) were resolved. Chart E shows the results.

CHART E MEDIATION INSPECTIONS

VEHICLE MAKE	HELD	RESOLVED
Buick	1	1
Cadillac	2	2
Chevrolet	5	5
Chrysler	3	3
Dodge	22	19
Ford	1	2
GMC	2	1
Honda	3	1
Hummer	1	2
Jeep	3	2
Nissan	2	2
Saturn	2	2
Toyota	2	2
Winnebago	1	1
Total	50	45

HEARINGS

Administrative Law Judges from the State Office of Administrative Hearings conduct hearings throughout the state in locations as convenient for consumers as possible. The hearings are governed by the State Office of Administrative Hearings' procedural rules, which are found in Title 1, Part 7, Chapter 155 of the Texas Administrative Code (TAC) and by the TxDMV procedural rules to the extent that the provisions do not conflict with the SOAH rules, and which are found in Title 43, Part 10, Chapter 215, Subchapters G & I of TAC. The rules may also be found on the Texas Secretary of State's Web site (www.sos.state.tx.us) or on the Web sites of the respective agencies.

WHAT TO EXPECT AT A HEARING

- Consumers and manufacturers are allowed to present evidence and arguments in support of their respective positions.
- The parties and their witnesses personally appear and present their evidence, under oath, and in accordance with the Administrative Procedure Act. Consistent with the Administrative Procedure Act, the rules of evidence as applied in a non-jury civil case in district court govern contested case hearings conducted by the State Office of Administrative Hearings, except that evidence inadmissible under those rules may be admitted if it meets the standard set out in APA §2001.081.
- Consumers bring the vehicle to the hearing for an inspection and test drive.

WHAT TO EXPECT FOLLOWING A HEARING

The State Office of Administrative Hearings' Administrative Law Judge considers all of the evidence received at a hearing and issues a written proposal for decision at a later date. The proposal for decision is addressed to the Motor Vehicle Division Director and copies are sent to the parties. The parties have a chance to inform the Administrative Law Judge and the Motor Vehicle Division of any errors in the proposal for decision by filing exceptions. The Administrative Law Judge can elect to amend the proposal for decision based on the exceptions or leave it unchanged. The proposal for decision and exceptions are submitted for the consideration of the Motor Vehicle Division Director who issues an order based on the recommendation of the Administrative Law Judge. Generally, orders require one of the following:

- repurchase or replacement of the vehicle by the manufacturer with a reasonable allowance for the consumer's use of the vehicle deducted,
- repair of the vehicle under the manufacturer's warranty, or
- dismissal of the complaint if it is not proven.

WHEN THE DECISION IS FINALIZED

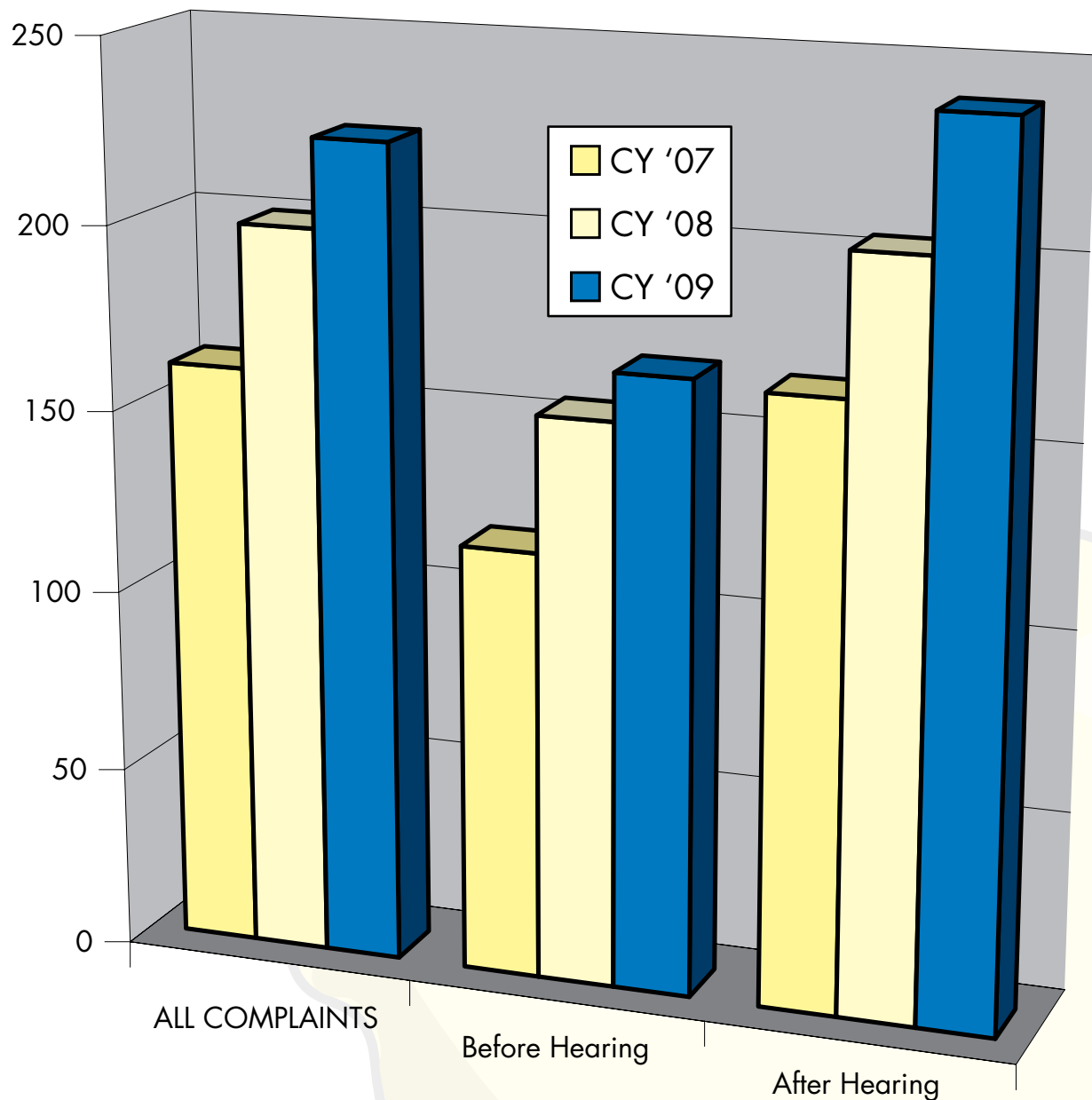
The Motor Vehicle Division Director's final order is sent to the parties by certified mail.

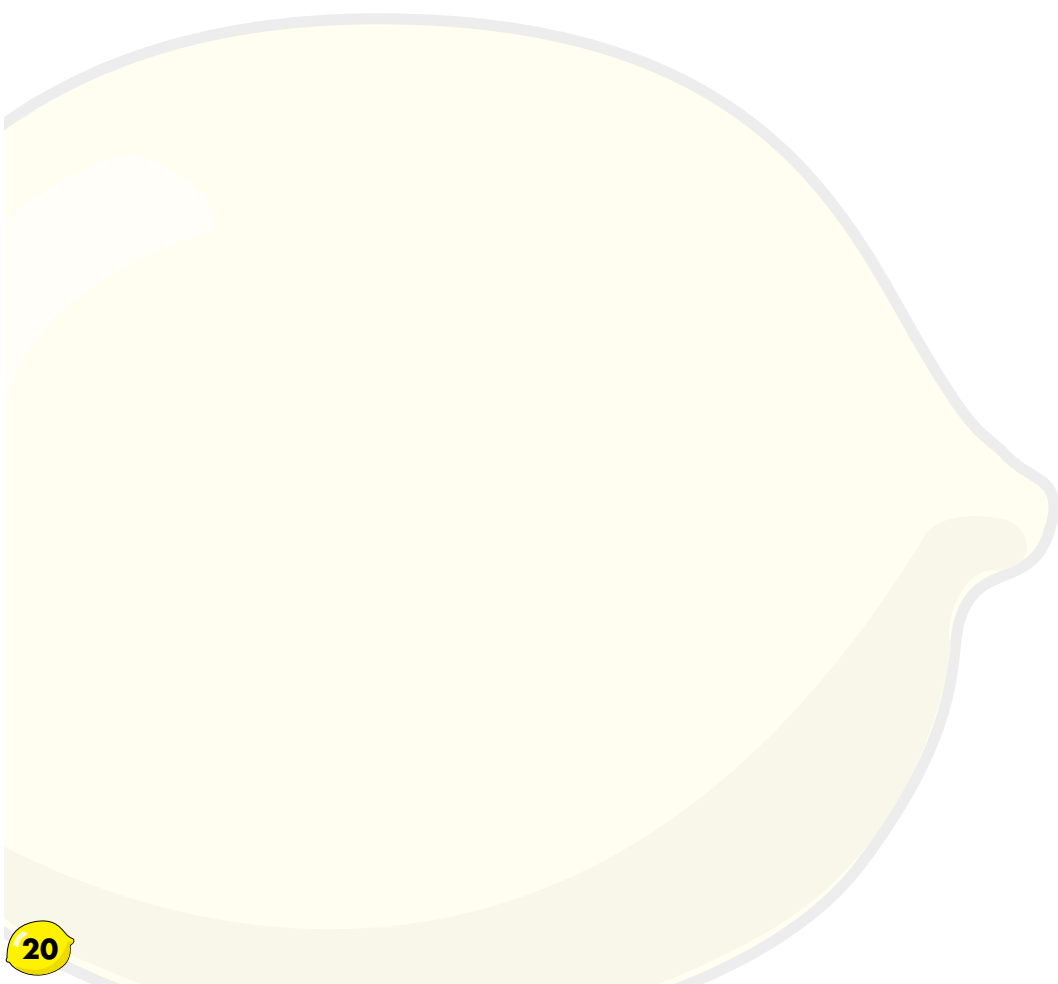
Any party who disagrees with the decision may file a motion for rehearing (a request for reconsideration of the decision) with the Motor Vehicle Division. In CY '09, 31 motions for rehearing were filed with the Motor Vehicle Division. A motion for rehearing can result in an affirmation or minor modification of the original decision and order to the granting of a complete new hearing.

After a final ruling on a motion for rehearing, any party who disagrees with the Motor Vehicle Division's final action may file an appeal in state district court under the substantial evidence rule. During CY '07, no Lemon Law cases were appealed, however in CY '08, five Lemon Law cases were appealed and in CY '09, one Lemon Law case was appealed.

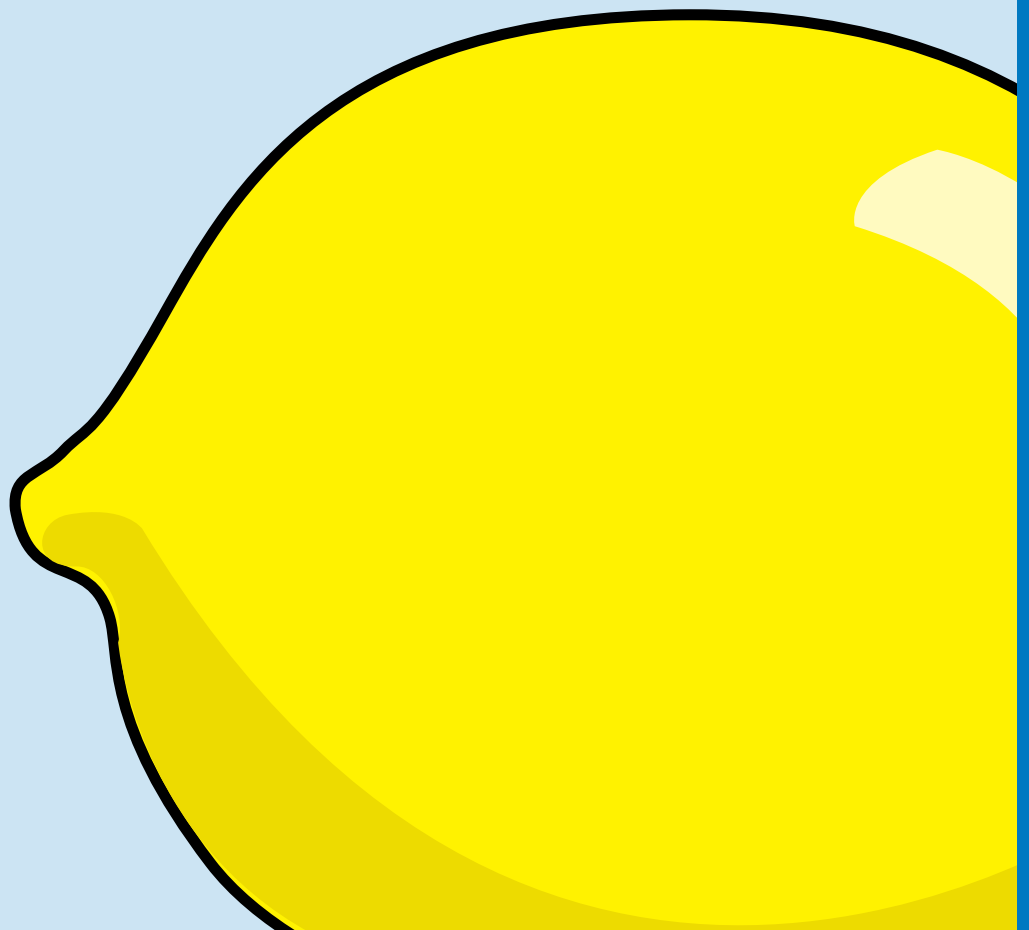
Chart F shows the average processing times for the complaints closed for CY '07 through CY '09. You will note that the number of days vary depending on what stage in the process the complaints are closed. You will also note the average processing times have increased somewhat. The increase is primarily the result of the transfer of the hearings function to the State Office of Administrative Hearings.

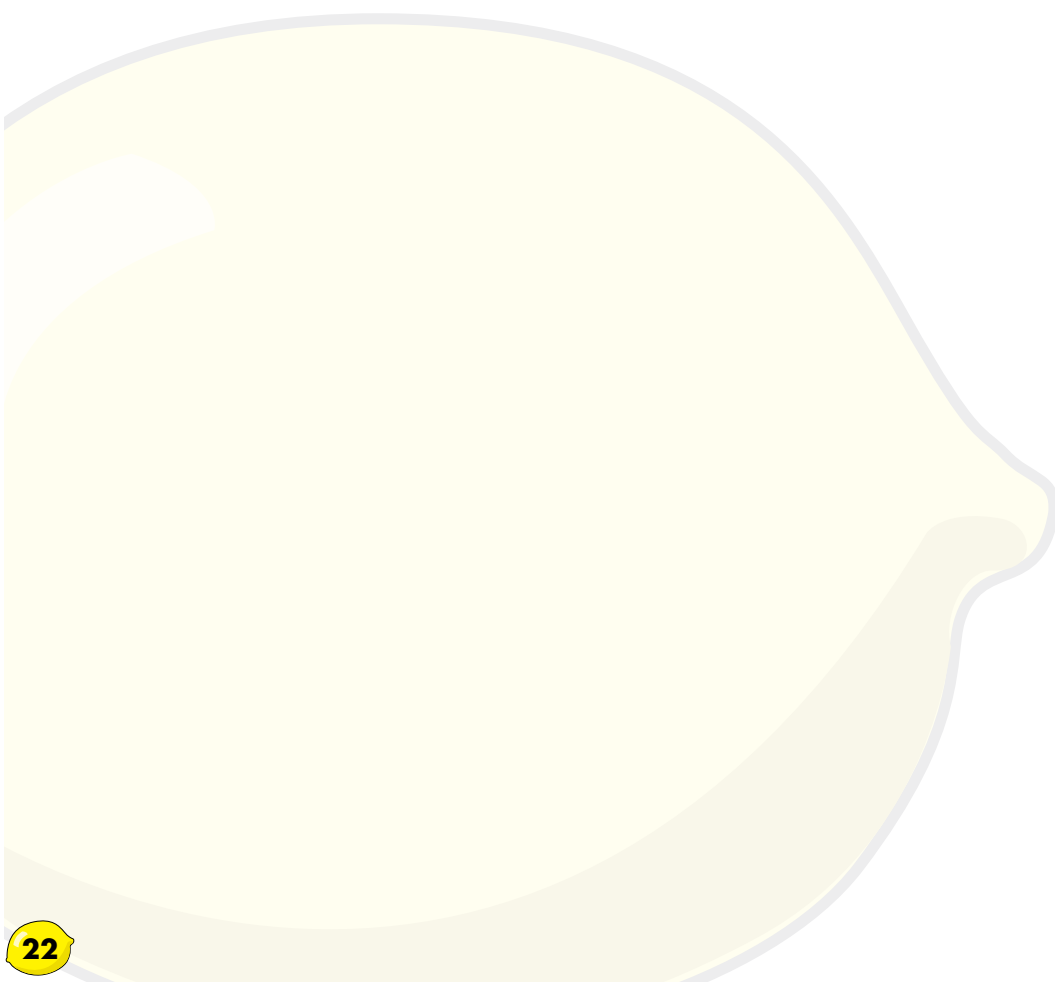
CHART F
AVERAGE NUMBER OF DAYS TO
PROCESS COMPLAINTS





COMPLAINTS FILED





COMPLAINTS FILED

Chart G shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for CY '07 through CY '09. Charts G1, G2 and G3 contain the same information for motor homes, TRVs and motorcycles/all terrain vehicles.

Although the number of complaints filed in CY '08 was higher than in CY '09 there was an increase in complaints on Honda, Hyundai, Infiniti, Mazda and Pontiac. On the other hand there were several manufacturers that had a drop in complaints filed such as BMW, Cadillac, Chevrolet, Chrysler, Dodge, Ford and Kia.

As a complainant typically owns or leases a vehicle at least one year prior to filing a complaint, the decline in CY '08 new motor vehicle sales due to the economy, which is recognized to have begun in December 2007, did significantly impact the number of complaints filed in CY '09.



CHART G (PASSENGER CARS & TRUCKS) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
Acura	MDX	0	0	1	0.20%
	TL	2	1	0	0.00%
	TSX	0	0	2	0.39%
	Acura Total	2	1	3	0.59%
Aston Martin	DBS	0	0	1	0.20%
	Vanquish	1	0	0	0.00%
	Aston Martin Total	1	0	1	0.20%
Audi	A3	1	2	0	0.00%
	A4	1	0	1	0.20%
	A8	0	0	1	0.20%
	Q7	1	0	0	0.00%
	Audi Total	3	2	2	0.39%
Bentley	Continental	0	1	0	0.00%
Blue Bird	All American FE (HT)	0	0	1	0.20%
BMW	300 Class	6	2	3	0.59%
	500 Class	0	2	0	0.00%
	600 Class	1	1	0	0.00%
	700 Class	1	0	1	0.20%
	M3	0	1	0	0.00%
	M5	2	0	0	0.00%
	X3	2	0	0	0.00%
	X5	2	0	0	0.00%
	BMW Total	14	6	4	0.79%
Buick	Enclave	0	1	2	0.39%
	LaCrosse	2	0	1	0.20%
	Lucerne	1	1	0	0.00%
	Rendezvous	2	1	0	0.00%
	Terraza	0	3	0	0.00%
Buick Total		5	6	3	0.59%
Cadillac	Catera	0	0	1	0.20%
	CTS	5	6	4	0.79%
	Deville	2	1	2	0.39%
	DTS	0	0	1	0.20%
	Escalade	3	6	4	0.79%
	SRX	0	1	0	0.00%
	STS	1	2	1	0.20%
	XLR	2	1	0	0.00%
Cadillac Total		13	17	13	2.56%
Champion	Defender (MT)	1	0	0	0.00%
Chevrolet	Avalanche	2	7	3	0.59%
	Aveo	1	2	0	0.00%
	C2500	0	0	1	0.20%
	CK4500	0	0	1	0.20%
	Colbalt	1	3	3	0.59%
	Colorado	7	0	0	0.00%
	Corvette	9	3	1	0.20%
	Equinox	6	2	2	0.39%
	Express	1	0	0	0.00%
	HHR	4	5	3	0.59%
	Impala	0	4	5	0.98%
	Kodiak	7	0	1	0.20%
	Malibu	8	6	2	0.39%
	Monte Carlo	1	0	0	0.00%
	Silverado	24	19	10	1.97%
	SSR	1	0	0	0.00%
	Suburban	7	7	6	1.18%

CHART G (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
	Tahoe	8	12	10	1.97%
	Trailblazer	3	3	1	0.20%
	Traverse	0	0	1	0.20%
	Uplander	3	2	1	0.20%
Chevrolet Total		93	75	51	10.04%
	300	8	8	8	1.57%
	Apsen	2	4	1	0.20%
	Crossfire	1	1	0	0.00%
	Pacifica	5	6	1	0.20%
	PT Cruiser	1	4	4	0.79%
	Sebring	2	4	3	0.59%
	Town & Country	6	2	4	0.79%
Chrysler Total		25	29	21	4.13%
	Avenger	0	2	1	0.20%
	Caliber	3	1	1	0.20%
	Charger	0	6	3	0.59%
	Dakota Pickup	6	7	1	0.20%
	Durango	5	4	0	0.00%
	Grand Caravan	6	8	9	1.77%
	Intrepid	2	0	0	0.00%
	Journey	0	0	6	1.18%
	Magnum	1	1	0	0.00%
	Neon	2	1	0	0.00%
	Nitro	2	5	7	1.38%
	Ram*	45	128	67	13.19%
	Ram Van	0	1	0	0.00%
	Sprinter	1	1	5	0.98%
	Stratus	0	1	0	0.00%
Dodge Total		73	166	100	19.69%
	Contour	1	0	0	0.00%
	Crown Victoria	0	0	1	0.20%
	Econoline	1	0	1	0.20%
	Edge	0	0	1	0.20%
	Escape	4	1	0	0.00%
	Escape Hybrid	0	0	1	0.20%
	Expedition	6	5	4	0.79%
	Explorer	6	5	2	0.39%
	F Series	34	26	16	3.15%
	F450 Pickup (MT)	2	10	2	0.39%
	F550 Pickup (MT)	2	3	3	0.59%
	F650 Pickup (MT)	1	2	2	0.39%
	Five Hundred	1	2	0	0.00%
	Flex	0	0	1	0.20%
	Focus	1	2	2	0.39%
	Freestyle	1	0	1	0.20%
	Fusion	2	0	1	0.20%
	LCF	0	2	0	0.00%
	Mustang	4	2	2	0.39%
	Ranger	0	1	1	0.20%
	Taurus	3	1	5	0.98%
	Windstar	0	1	0	0.00%
Ford Total		69	63	46	9.06%
Freightliner		0	1	0	0.00%
	Acadia	0	4	8	1.57%
	Canyon	1	0	0	0.00%
	Duramax	0	1	0	0.00%
	Envoy	3	1	1	0.20%
	Envoy Denali	0	1	0	0.00%
	Sierra	7	7	8	1.57%
	Suburban	0	0	1	0.20%

* On the Dodge Ram model, 67 complaints were filed. Most of the vehicles were equipped with the 6.7-liter Cummins diesel engine which was designed to meet 2010 federal emissions requirements. However, the diesel engines in early production Dodge Rams apparently did not burn trapped particulate matter sufficiently through a regeneration process, which frequently resulted in damage to emission components.

CHART G (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
	Topkick	0	1	0	0.00%
	Yukon	5	5	1	0.20%
	Yukon Denali	0	1	0	0.00%
	Yukon XL Denali	0	0	1	0.20%
GMC Total		16	21	20	3.94%
	Accord	3	1	7	1.38%
	Civic	3	1	0	0.00%
	Civic Hybrid	1	0	1	0.20%
	CR-V	2	1	0	0.00%
	Element	1	0	0	0.00%
	Fit	1	0	0	0.00%
	Odyssey	4	4	4	0.79%
	Pilot	2	0	4	0.79%
	Prelude	1	0	0	0.00%
	Ridgeline	1	0	1	0.20%
Honda Total		19	7	17	3.35%
Hummer	H3	1	2	2	0.39%
	Accent	3	1	1	0.20%
	Azera	1	1	0	0.00%
	Elantra	2	0	0	0.00%
	Entourage	1	0	1	0.20%
	Sante Fe	3	1	2	0.39%
	Sonata	3	0	4	0.79%
	Tiburon	0	0	0	0.00%
	Tucson	0	1	0	0.00%
	Veracruz	0	1	1	0.20%
	XG350	3	0	0	0.00%
Hyundai Total		16	5	9	1.77%
	FX35	0	1	1	0.20%
	G35	2	0	3	0.59%
	G37	0	0	3	0.59%
	M45	1	1	0	0.00%
Infiniti Total		3	2	7	1.38%
International	Workstar	0	2	0	0.00%
Isuzu	i-290	1	1	0	0.00%
	X-Type	0	1	0	0.00%
	XJ-Type	3	0	0	0.00%
Jaguar Total		3	1	0	0.00%
	Commander	9	9	3	0.59%
	Compass	0	0	1	0.20%
	Grand Cherokee	12	5	3	0.59%
	Liberty	13	7	3	0.59%
	Patriot	0	1	2	0.39%
	Wrangler	11	5	7	1.38%
Jeep Total		45	27	19	3.74%
	T300 (MT)	1	2	1	0.20%
	T370 Hybrid (MT)	0	0	1	0.20%
	T660 (HT)	0	1	0	0.00%
	W900 (HT)	1	1	0	0.00%
Kenworth Total		2	4	2	0.39%
	Amanti	1	1	0	0.00%
	Borrego	0	0	1	0.20%
	Optima	1	1	1	0.20%
	Rio	4	1	0	0.00%
	Rio5	0	0	1	0.20%
	Rondo	1	0	0	0.00%
	Sedona	1	4	1	0.20%
	Sorento	1	3	2	0.39%
	Spectra	0	3	0	0.00%
	Sportage	0	2	0	0.00%
Kia Total		9	15	6	1.18%

CHART G (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
Land Rover	LR2	0	0	2	0.39%
	LR3	1	2	0	0.00%
	Range Rover	2	0	2	0.39%
	Land Rover Total	3	2	4	0.79%
Lexus	ES	0	0	1	0.20%
	GS	0	2	1	0.20%
	IS Series	2	2	0	0.00%
	LS	0	0	2	0.39%
	LX470	1	0	0	0.00%
	RX Hybrid	0	0	1	0.20%
	Lexus Total	3	4	5	0.98%
Lincoln	LS	0	2	1	0.20%
	Mark LT	2	0	2	0.39%
	MKS	0	0	1	0.20%
	MKX	0	0	1	0.20%
	Navigator	2	3	0	0.00%
	Town Car	1	1	0	0.00%
	Lincoln Total	5	6	5	0.98%
Mack	CXN613 (HT)	1	0	0	0.00%
	Granite (HT)	0	6	0	0.00%
	Pinnacle (HT)	0	0	1	0.20%
	Mack Total	1	6	1	0.20%
Mazda	3	0	0	2	0.39%
	5	0	0	1	0.20%
	6	2	3	1	0.20%
	CX-7	3	2	0	0.00%
	CX-9	0	0	2	0.39%
	MX-5 Miata	0	0	1	0.20%
	RX-8	11	1	2	0.39%
	Tribute	4	1	2	0.39%
	Mazda Total	20	7	11	2.17%
Mercedes-Benz	C-Class	3	5	2	0.39%
	CLK-Class	1	0	2	0.39%
	E-Class	2	0	2	0.39%
	G55	1	0	0	0.00%
	GL-Class	0	2	0	0.00%
	M-Class	0	0	2	0.39%
	ML320	1	0	0	0.00%
	S-Class	2	2	0	0.00%
	Mercedes-Benz Total	10	9	8	1.57%
Mercury	Grand Marquis	1	0	0	0.00%
	Monterey	1	0	0	0.00%
	Mountaineer	0	1	0	0.00%
	Sable	0	0	1	0.20%
	Mercury Total	2	1	1	0.20%
Mini	Cooper	2	2	4	0.79%
Mitsubishi	Eclipse Spyder	0	0	1	0.20%
	Endeavor	1	0	1	0.20%
	Galant	0	1	0	0.00%
	Outlander	1	0	0	0.00%
	Raider	1	0	0	0.00%
	Mitsubishi Total	3	1	2	0.39%
	350Z	5	0	1	0.20%
	Altima	8	6	7	1.38%
	Armada	2	2	1	0.20%
	Frontier	4	1	0	0.00%
	Maxima	4	1	2	0.39%
	Murano	3	5	1	0.20%
	Pathfinder	3	3	2	0.39%

CHART G (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
	Quest	2	1	1	0.20%
	Rogue	2	2	2	0.39%
	Sentra	2	3	3	0.59%
	Titan	3	4	1	0.20%
	Versa	2	0	3	0.59%
	Xterra	5	0	0	0.00%
Nissan Total		45	28	24	4.72%
Oldsmobile	Alero	0	1	0	0.00%
	335	0	1	0	0.00%
	388	0	0	1	0.20%
	389	0	0	3	0.59%
Peterbilt Total		0	1	4	0.79%
	G5	1	0	1	0.20%
	G6	4	0	2	0.39%
	G8	0	0	4	0.79%
	Grand Am	0	0	1	0.20%
	Grand Prix	1	0	0	0.00%
	Montana	1	0	0	0.00%
	Solstice	1	3	1	0.20%
	Sunfire	1	0	0	0.00%
	Torrent	0	2	0	0.00%
Pontiac Total		9	5	9	1.77%
Porsche	Carrera	0	0	1	0.20%
	9-2X	0	1	0	0.00%
	9-3	2	1	0	0.00%
	9-7X	0	1	1	0.20%
Saab Total		2	3	1	0.20%
	Aura	0	2	1	0.20%
	ION	3	1	1	0.20%
	Outlook	0	4	6	1.18%
	Relay	0	2	1	0.20%
	Sky	0	2	0	0.00%
	VUE	4	2	3	0.59%
	VUE Hybrid	0	0	2	0.39%
Saturn Total		7	13	14	2.76%
Smart	Fortwo	0	0	1	0.20%
	Impreza	1	1	0	0.00%
	Outback	1	0	0	0.00%
Subaru Total		2	1	0	0.00%
	Forenza	1	2	2	0.39%
	Grand Vitara	1	0	0	0.00%
	Verona	4	0	0	0.00%
Suzuki Total		6	2	2	0.39%
Thor	Eldorado (HT)	1	0	0	0.00%
	4Runner	1	1	0	0.00%
	Avalon	1	2	2	0.39%
	Camry	8	2	5	0.98%
	Corolla	0	0	3	0.59%
	FJ Cruiser	0	0	1	0.20%
	Highlander	1	0	0	0.00%
	Matrix	1	0	1	0.20%
	Prius	1	0	0	0.00%
	RAV4	2	1	0	0.00%
	Sequoia	0	1	0	0.00%
	Sienna	0	2	0	0.00%
	Tacoma Pickup	2	0	0	0.00%
	Tundra Pickup	3	2	3	0.59%
Toyota Total		20	11	15	2.95%
	EOS	0	1	0	0.00%
	GTI	3	0	0	0.00%

CHART G (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
	Jetta	13	4	5	0.98%
	New Beetle	3	2	2	0.39%
	Passat	9	2	3	0.59%
	Rabbit	0	1	0	0.00%
	Touareg	4	0	1	0.20%
Volkswagen Total		32	10	11	2.17%
	S40	1	0	1	0.20%
	S60	2	1	1	0.20%
	S80	0	0	2	0.39%
	VN780 (HT)	1	1	0	0.00%
	VNL (HT)	0	1	0	0.00%
	XC90	1	2	0	0.00%
Volvo Total		5	5	4	0.79%
Miscellaneous Complaints	Unknown	6	5	2	0.39%
Total Complaints Filed		598	577	456	89.17%

CHART G1 (MOTOR HOMES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
Airstream Total	Westfalia Van	2	0	0	0.00%
Alfa Leisure	See Ya	1	0	1	0.20%
	Aurora	0	1	0	0.00%
	Leprechaun	1	0	0	0.00%
	SportsCoach	0	1	1	0.20%
Coachmen Total		1	2	1	0.20%
	Allure	0	1	0	0.00%
	Intrigue	0	2	0	0.00%
	Magna	1	0	0	0.00%
	Tribute 260	0	1	0	0.00%
Country Coach Total		1	4	0	0.00%
	Challenger	0	0	1	0.20%
	Daybreak	0	1	0	0.00%
	Outlaw	0	1	0	0.00%
Damon Total		0	2	1	0.20%
Dynamax	Grand Sport	1	0	0	0.00%
	American Allegiance	0	0	1	0.20%
	American Eagle	0	1	0	0.00%
	American Tradition	1	1	1	0.20%
	Bounder	0	1	0	0.00%
	Discovery	1	1	0	0.00%
	Excursion	1	0	0	0.00%
	Pulse	0	0	1	0.20%
	Terra LX	1	0	0	0.00%
	Tioga	0	1	0	0.00%
Fleetwood Total		4	5	3	0.59%
	Charleston	1	0	0	0.00%
	Georgetown	0	1	2	0.39%
Forest River Total		1	1	2	0.39%
	Chateau	0	0	1	0.20%
	Dutchmen	1	0	0	0.00%
	Fun Mover	1	0	0	0.00%
	Infinity	1	0	0	0.00%
	Magellan	0	1	0	0.00%
	Mandalay	1	0	0	0.00%
Four Winds Total		4	1	1	0.20%
	BT Cruiser	3	0	0	0.00%
	Endura	1	1	1	0.20%
	Friendship	0	0	1	0.20%
	Independence	0	1	0	0.00%
	Tour Master	2	2	0	0.00%
	Yellowstone	1	0	0	0.00%
Gulf Stream Total		7	4	2	0.39%
	Greyhawk	0	0	1	0.20%
	Seneca	1	0	0	0.00%
Jayco Total		1	0	1	0.20%
Marathon Coach	Prevost	0	1	0	0.00%
	Ambassador by Holiday Rambler	1	0	0	0.00%
	Cheetah by Safari	1	0	1	0.20%
	Executive	0	1	0	0.00%
	LaPalma	0	1	0	0.00%
	Monarch	0	1	0	0.00%
	Simba by Safari	0	0	2	0.39%
	Vacationer by Holiday Rambler	0	0	1	0.20%
Monaco Total		2	3	4	0.79%

CHART G1 (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
	Sea Breeze	0	1	0	0.00%
National RV Total		0	1	0	0.00%
	Essex	0	1	0	0.00%
	Mountain Aire	0	2	0	0.00%
	New Aire	1	0	0	0.00%
	Ventana	0	0	1	0.20%
Newmar Total		1	3	1	0.20%
Sportscoach	Encore	0	1	0	0.00%
	Allegro	1	0	0	0.00%
	Phoeton	1	0	0	0.00%
Tiffin Total		2	0	0	0.00%
Western RV	Alpine	1	0	0	0.00%
	Itasca	2	1	0	0.00%
	View	1	1	1	0.20%
Winnebago Total		3	2	1	0.20%
Total Complaints Filed		32	30	18	3.54%

CHART G2 (TOWABLE RECREATIONAL VEHICLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
Alfa Leisure	Toyhouse	0	1	0	0.00%
Ameri-Camp	Summit Ridge	1	0	0	0.00%
	Cameo	0	0	1	0.15%
	Carri-Lite	0	2	1	0.15%
Carriage Total		0	2	2	0.30%
	Chaparral	0	1	0	0.00%
	Epic	0	1	0	0.00%
	Mirror	0	0	1	0.15%
Coachmen Total		0	2	1	0.15%
	Paradise Pointe	0	1	0	0.00%
	Zinger	0	1	0	0.00%
CrossRoads Total		0	2	0	0.00%
Cruiser R V	Land Roamer	1	0	0	0.00%
	Adirondack	1	0	0	0.00%
	Colorado	1	0	0	0.00%
	Denali	0	3	0	0.00%
	Lite	0	1	0	0.00%
Dutchmen Total		2	4	0	0.00%
	Orbit	1	0	0	0.00%
	Quantum	1	0	0	0.00%
	Terry	1	0	0	0.00%
	Valor	0	0	1	0.15%
Fleetwood Total		3	0	1	0.15%
	Cardinal	0	2	0	0.00%
	Cedar Creek	0	2	0	0.00%
	Flagstaff	2	0	1	0.15%
	Salem	0	0	1	0.15%
	Sandpiper	1	0	1	0.15%
	Surveyor	0	1	0	0.00%
	Wildwood	0	3	1	0.15%
	Work & Play	1	0	0	0.00%
Forest River Total		4	8	4	0.60%
Frontier RV	Aspen	0	0	2	0.30%
Glendale	Titanium	0	0	1	0.15%
	Ameri-Lite	1	0	0	0.00%
	Mako	1	0	0	0.00%
	Streamlite	0	0	0	0.00%
Gulf Stream Total		2	0	0	0.00%
Heartland	Cyclone	0	1	0	0.00%
Hi-Lo	Classic	1	0	0	0.00%
	Designer	1	0	0	0.00%
	Eagle	0	1	0	0.00%
	Jay Flight	0	0	0	0.00%
Jayco Total		1	1	0	0.00%
	Coyote	1	0	0	0.00%
	Durango	0	1	0	0.00%
	Escalade	1	0	0	0.00%
	Frontier	1	0	0	0.00%
	Inferno	0	1	0	0.00%
	Sportsmen	1	0	1	0.15%
	Sportster	0	1	0	0.00%
K-Z Total		4	3	1	0.15%
	Cougar	1	0	1	0.15%
	Laredo	1	0	0	0.00%
	Montana Mountaineer	0	0	1	0.15%
	Sprinter	0	1	0	0.00%
Keystone Total		2	1	2	0.30%

CHART G2 (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
Monaco	Presidential by Holiday Rambler	1	0	0	0.00%
Open Range	Open Range 337RLS	0	0	1	0.15%
	Banshee	0	0	1	0.15%
	Thoroughbred	1	0	0	0.00%
Palomino Total		1	0	1	0.15%
Rage'N	Xtra-Lite	0	1	0	0.00%
Sundowner	Sierra	0	1	0	0.00%
Teton	Liberty	1	0	0	0.00%
Thor	Grand Junction	0	1	0	0.00%
ThorCalifornia	Vortex	0	0	1	0.15%
	Full Throttle	0	1	0	0.00%
	Wide-Body	0	1	0	0.00%
Weekend Warrior Total		0	2	0	0.00%
Total Complaints Filed		24	30	17	2.54%

CHART G3 (ALL TERRAIN VEHICLES AND MOTORCYCLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
American Ironhorse Total	Slammer (MC)	1	0	0	0.00%
	Texas Chopper (MC)	0	1	0	0.00%
		1	1	0	0.00%
American Performance Cycle Total	Highroller (MC)	1	0	0	0.00%
	Wild Card (MC)	0	1	0	0.00%
		1	1	0	0.00%
Aprilia	Scarabeo (MC)	1	0	0	0.00%
Arctic Cat	Prowler (ATV)	0	1	0	0.00%
Baja Total	Wilderness (ATV)	1	0	0	0.00%
	Wilderness Trail (ATV)	0	1	0	0.00%
		1	1	0	0.00%
BMC	918 (MC)	0	1	0	0.00%
BMW	K1300S (MC)	0	0	1	0.15%
Ducati Total	S2R 1000 (MC)	1	0	0	0.00%
	Sport 1000 (MC)	1	0	0	0.00%
		2	0	0	0.00%
E-MAX	Standard (MC)	2	0	0	0.00%
Harley-Davidson Total	Dyna (MC)	0	2	0	0.00%
	Electra Glide (MC)	0	0	1	0.15%
	Softail (MC)	0	1	0	0.00%
	Sportster (MC)	0	2	0	0.00%
	Touring (MC)	1	1	0	0.00%
	VRSC (MC)	0	1	0	0.00%
		1	7	1	0.15%
Honda Total	FourTrax Rancher (ATV)	0	1	0	0.00%
	Interceptor (MC)	1	0	0	0.00%
	Rebel (MC)	0	1	1	0.15%
	Sabre (MC)	0	2	0	0.00%
	VTX 1800 (MC)	1	0	0	0.00%
	XR650R (MC)	0	1	0	0.00%
		2	5	1	0.15%
Hyosung Total	GV250 Aquila (MC)	0	1	0	0.00%
	GV650 (MC)	0	1	0	0.00%
Johnny Pag	Spyder 300 (MC)	0	2	0	0.00%
Kawasaki Total		0	0	1	0.15%
	KLR 650 (MC)	0	1	0	0.00%
	Ninja (MC)	1	1	0	0.00%
KTM	Vulcan (MC)	0	0	1	0.15%
		1	2	1	0.15%
Kubota	144SX (MC)	0	1	0	0.00%
Kubota	RTV900 (ATV)	1	0	0	0.00%
KYMCO	Venox (MC)	0	0	1	0.15%
Lifan	Pegasus (MC)	0	0	1	0.15%
Martin Brothers	Custom Chopper (MC)	0	1	0	0.00%
Polaris	Ranger (ATV)	1	1	0	0.00%
Qlink Total	FrontRunner 700 (ATV)	0	0	2	0.30%
	Pegasus (MC)	0	1	0	0.00%
		0	1	2	0.30%
Roketa Total	ATV-61 (ATV)	0	1	0	0.00%
	Bali (MC)	0	0	1	0.15%
	Maui (MC)	0	1	0	0.00%
		0	2	1	0.15%
Saxon	Firestorm (MC)	0	1	0	0.00%
	150 (MC)	1	0	0	0.00%
	SL150 (MC)	0	1	1	0.15%

CHART G3 (CONTINUED)

MAKE	MODEL	CY '07	CY '08	CY '09	CY '09 COMPLAINT SHARE
	Typhoon (ATV)	0	1	0	0.00%
SunL Total		1	2	1	0.15%
	Hayabusa (MC)	0	1	0	0.00%
	Kingquad (ATV)	0	0	1	0.15%
Suzuki Total		0	1	1	0.15%
TNG	Verona (MC)	1	0	0	0.00%
Triumph	Street Triple (MC)	0	0	1	0.15%
	Matrix (MC)	1	0	0	0.00%
	V2C-650T (MC)	0	0	1	0.15%
United Motors Total		1	0	1	0.15%
	Grizzly 700 (MC)	0	0	1	0.15%
	Rhino (ATV)	0	1	0	0.00%
	V-Star (MC)	1	1	0	0.00%
	Y2F-R1 (MC)	0	0	1	0.15%
Yamaha Total		1	2	2	0.30%
Znen	Heritage 150 (MC)	0	0	1	0.15%
Total Complaints Filed		18	33	17	2.54%

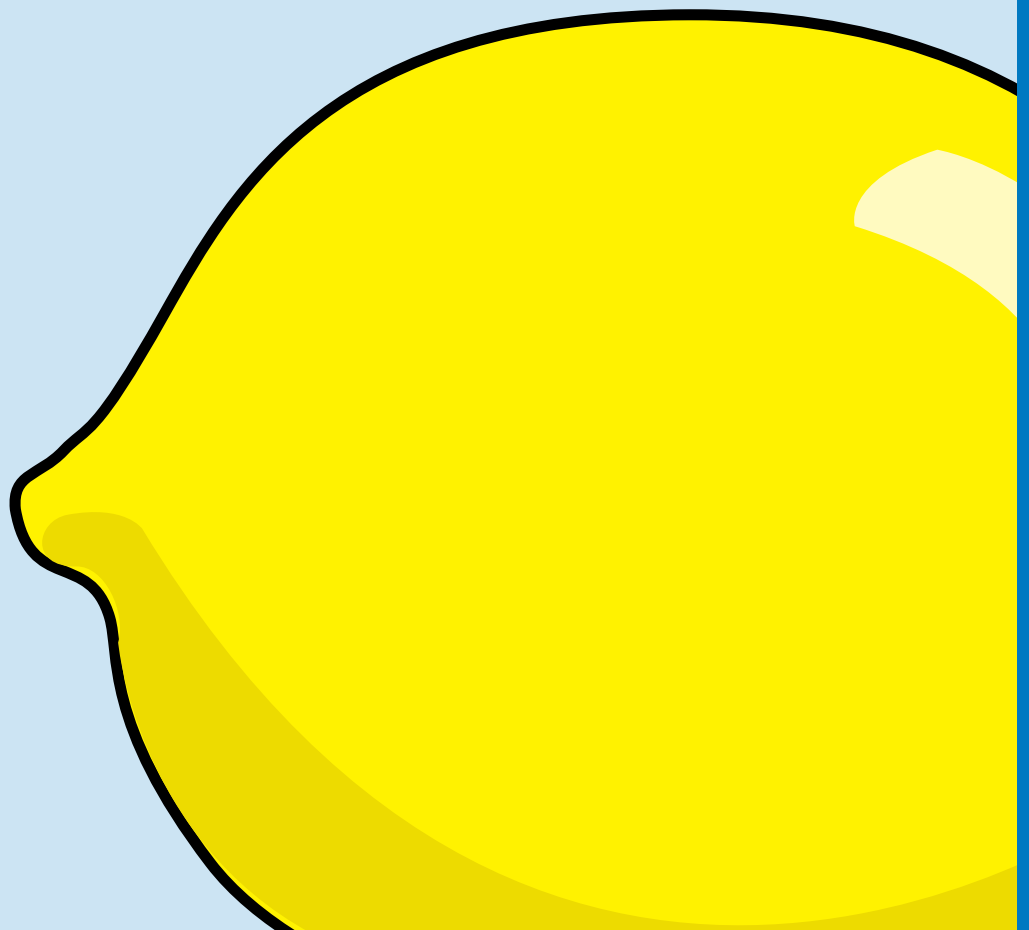
Chart H shows the predominate defect claimed by consumers on filing their complaints for the 15 vehicle models that had the greatest number of complaints filed. The engine performance/emissions category was the predominate defect on nine of the 15 models listed.

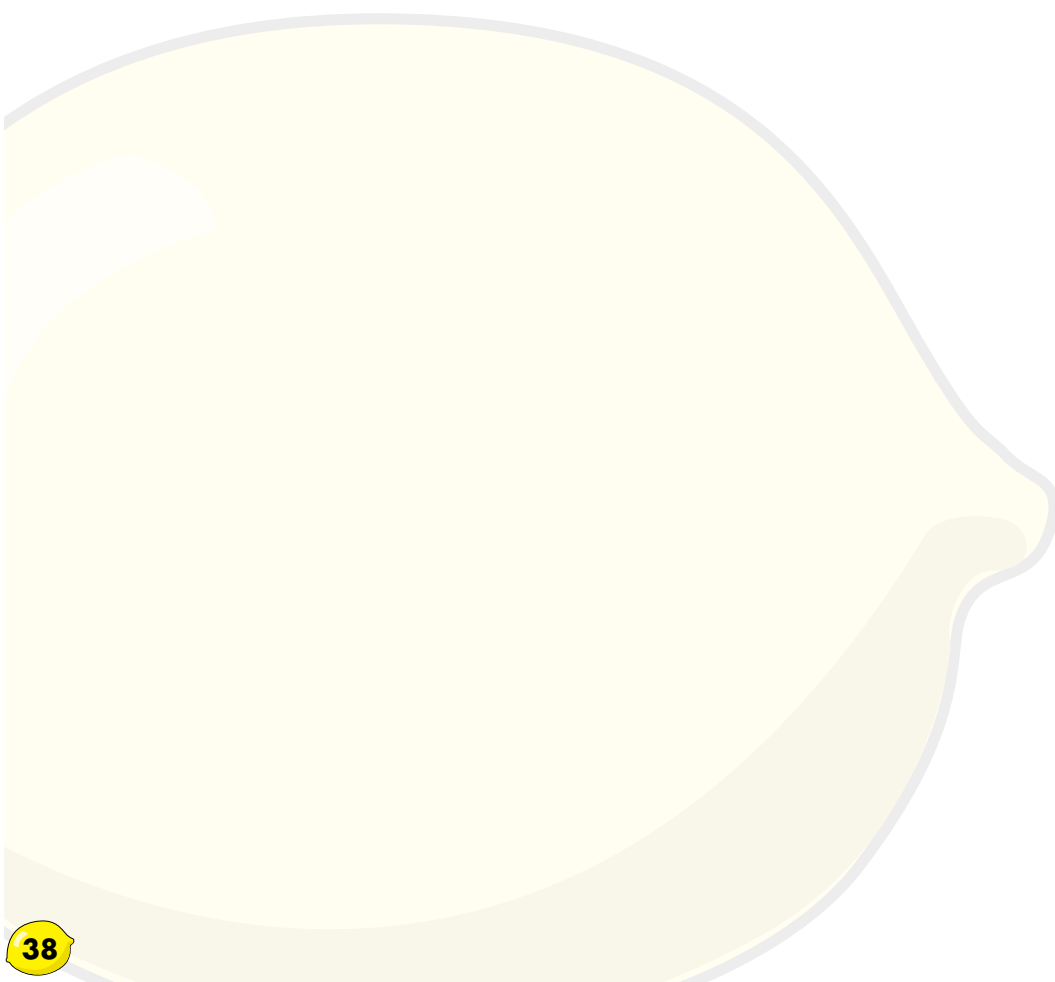
CHART H

PREDOMINATE DEFECTS REPORTED FOR THE TOP 15 VEHICLE MODELS BY MAKE AND MODEL

MAKE	MODEL	COMPLAINTS FILED	DEFECT	DEFECT TOTAL
Chevrolet	Impala	5	Engine Performance/Emissions	3
	Silverado	9	Engine Performance/Emissions	5
	Tahoe	9	Engine Performance/Emissions	5
Chrysler	300	7	Automatic Transmission	4
			Electrical	4
Dodge	Grand Caravan	9	Body and Trim	4
			Electrical	4
	Journey	6	Electrical	3
	Nitro	7	Engine Performance/Emissions	5
	Ram	61	Engine Performance/Emissions	54
Ford	F Series	13	Engine Performance/Emissions	9
GMC	Acadia	8	Electrical	3
			Engine Performance/Emissions	3
			Safety Devices/Seat Belts/Airbags	3
	Sierra	6	Engine Mechanical	4
			Engine Performance/Emissions	4
Honda	Accord	6	Other	3
Jeep	Wrangler	7	Electrical	4
			Engine Performance/Emissions	4
Nissan	Altima	6	Other	3
			Suspension and Steering	3
Saturn	Outlook	6	Water Leaks	3

**COMPLAINTS
CLOSED**





COMPLAINTS CLOSED

Chart I shows the comparison of case resolution from CY '07 to CY '09. The majority of cases are settled by the manufacturer and result in a settlement order being issued.

CHART I
COMPLAINT RESOLUTION

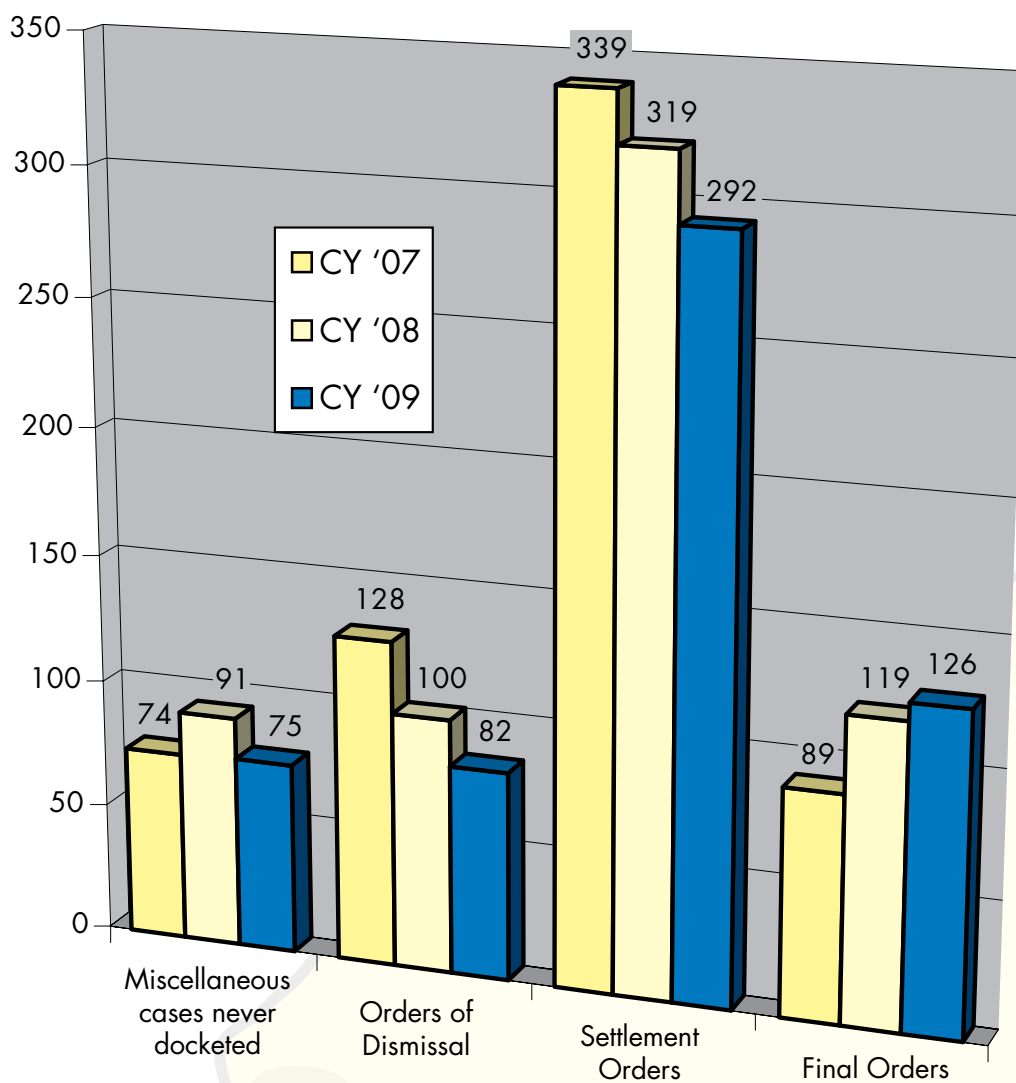


Chart J shows the comparison of the settlement orders issued by manufacturer. There is also a breakdown of the type of settlement reached.

- 25 percent settled by repurchase of the vehicle
- 16 percent settled by replacement of the vehicle
- 1 percent settled by assistance trading the vehicle for a new one
- 17 percent settled by the vehicle being repaired
- 9 percent settled by issuance of an extended service contract
- 27 percent settled by reimbursement for expenses or cash settlement
- 5 percent settled by some other type of relief being offered by the manufacturer

CHART J
SETTLEMENTS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	TRADE ASSIST	REPAIR	EXTENDED SERVICE CONTRACT	CASH SETTLEMENT	OTHER	TOTAL SETTLEMENTS
Bentley	0	0	0	1	0	0	0	1
BMW	3	0	0	0	0	1	0	4
Carriage	0	1	0	0	0	0	0	1
Chrysler	56	24	0	4	6	49	7	146
Coachmen	0	0	0	2	0	1	0	3
Country Coach	0	0	0	1	0	1	0	2
CrossRoads	0	0	0	2	0	0	0	2
Damon	0	0	0	0	0	1	0	1
Fleetwood Travel Trailers	0	0	0	1	0	0	0	1
Ford	2	3	0	2	5	3	1	16
Forest River	0	0	0	1	1	0	0	2
Four Winds	0	0	0	0	0	1	0	1
General Motors	3	6	3	15	8	5	3	43
Gulf Stream	0	0	0	0	0	1	0	1
Harley-Davidson	0	1	0	2	2	0	0	5
Honda	0	1	0	2	1	2	1	7
Hyundai	3	0	0	0	0	1	0	4
International	0	0	0	0	0	1	0	1
Johnny Pag Motorcycles	0	1	0	0	0	0	0	1
Kawasaki	1	0	0	0	0	0	0	1
Keystone	1	0	0	1	0	0	0	2
Kia	1	1	0	2	0	2	0	6
Lexus	0	1	0	0	0	0	0	1
Mack	0	0	0	0	0	0	1	1
Marathon Coach	0	0	0	1	0	0	0	1
Mazda	0	0	0	3	0	2	1	6
Mercedes-Benz	0	1	0	0	1	1	0	3
Mitsubishi	0	1	0	0	0	0	0	1
Nissan	1	2	0	2	3	4	0	12
Qlink	0	1	0	0	0	0	0	1
PACCAR	0	0	0	1	0	0	0	1
Saab	0	0	0	0	1	0	0	1
Saxon	0	0	0	1	0	0	0	1
Suzuki	1	0	0	1	0	0	0	2
Toyota	0	0	0	2	0	0	0	2
Volkswagen	1	2	0	2	0	2	0	7
Winnebago	0	0	0	1	0	0	0	1
Total	73	46	3	50	28	78	14	292

Chart K shows the comparison of the 126 final orders issued by manufacturer. There is also a breakdown of the type of order issued.

- 27 percent were ordered repurchased or replaced
- 13 percent were ordered repaired
- 60 percent were dismissed

CHART K
FINAL ORDERS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	REPAIR	DISMISSAL	TOTAL ORDERS
Blue Bird	0	0	0	1	1
BMW	1	0	0	2	3
Chrysler	0	0	0	1	1
Coachmen	0	0	0	1	1
Country Coach	1	0	0	0	1
Dutchmen	1	0	1	0	2
Fleetwood Motor Homes	0	0	0	1	1
Ford	8	0	5	13	26
Forest River	1	0	0	2	3
General Motors	9	0	5	26	40
Gulf Stream	1	0	0	0	1
Heartland	0	0	1	0	1
Honda	2	0	0	8	10
Hyundai	1	0	0	2	3
Jaguar	0	0	0	1	1
Kia	1	0	0	1	2
K-Z	2	0	0	0	2
Land Rover	0	0	1	0	1
Mack	0	0	0	1	1
Mazda	0	0	0	1	1
Mercedes-Benz	0	1	0	0	1
Newmar	0	0	0	2	2
Nissan	3	0	2	4	9
Roketa	0	0	0	1	1
Saab	0	0	0	2	2
Suzuki	1	0	1	0	2
Toyota	1	0	0	3	4
Volkswagen	0	0	0	2	2
Volvo Cars	0	0	0	1	1
Total	33	1	16	76	126

There were 34 vehicles ordered repurchased or replaced after a contested hearing when an Administrative Law Judge or the Motor Vehicle Division Director found the complaint met the statutory requirements for relief under the Lemon Law.

Included are:

- 8 passenger cars
- 17 light trucks
- 2 medium trucks
- 1 motorcycle
- 4 towable recreational vehicles
- 2 motor homes

Chart L describes the vehicles that were ordered repurchased or replaced by manufacturers listed alphabetically by make and model.

CHART L

VEHICLES ORDERED REPURCHASED OR REPLACED BY MAKE AND MODEL

	YEAR	MAKE	MODEL	VEHICLE TYPE	PROBLEM AREA	PRICE
1	2008	Buick	Lucerne	Passenger Car	Engine Mechanical	\$26,920.23
2	2007	Chevrolet	Cobalt	Passenger Car	Air Conditioning and Heating	\$10,795.30
3	2007	Chevrolet	Silverado	Light Truck	Automatic Transmission	\$25,767.82
4	2008	Chevrolet	Silverado	Light Truck	Automatic Transmission Engine Performance/Emissions	\$32,072.77
5	2008	Chevrolet ¹	Silverado	Light Truck	Suspension and Steering	\$37,928.39
6	2007	Chevrolet	Tahoe	Light Truck	Engine Mechanical	\$41,026.61
7	2007	Chevrolet	Tahoe	Light Truck	Electrical	\$29,834.12
8	2007	Chevrolet	Trailblazer	Light Truck	Suspension and Steering	\$30,537.30
9	2007	Country Coach	Magna	Motorhome	Body and Trim Suspension and Steering	\$491,980.19
10	2008	Dutchmen	Denali	TRV	Air Conditioning and Heating Body and Trim Water Leaks	\$34,654.36
11	2007	Ford	F Series	Light Truck	Engine Mechanical Engine Performance/Emissions	\$40,969.59
12	2008	Ford	F Series	Light Truck	Engine Performance/Emissions	\$46,766.17
13	2008	Ford	F Series	Light Truck	Air Conditioning and Heating	\$48,184.74
14	2008	Ford ²	F Series	Light Truck	Engine Performance/Emissions	\$42,406.71
15	2008	Ford	F Series	Light Truck	Engine Performance/Emissions	\$54,125.17
16	2008	Ford	F450	Medium Truck	Engine Mechanical Engine Performance/Emissions	\$52,532.23
17	2008	Ford	F550	Medium Truck	Engine Mechanical Engine Performance/Emissions	\$38,388.76
18	2006	Ford	Mustang	Passenger Car	Engine Performance/Emissions	\$15,743.16
19	2008	Forest River	Cedar Creek	TRV	Body and Trim	\$47,240.39
20	2005	GMC	Sierra	Light Truck	Engine Performance/Emissions	\$51,728.90
21	2007	Gulf Stream	Tourmaster	Motorhome	Body and Trim Electrical Water Leaks	\$185,109.55
22	2006	Honda	Odyssey	Light Truck	Brakes	\$22,240.33
23	2008	Honda	Rebel	Motorcycle	Engine Performance/Emissions	\$3,790.56
24	2007	Hyundai	Entourage	Light Truck	Body and Trim	\$26,071.46
25	2006	Kia	Sedona	Light Truck	Body and Trim Electrical Engine Mechanical	\$21,919.03
26	2008	K-Z	Inferno	TRV	Body and Trim Other	\$57,278.24
27	2008	K-Z ³	Sportster	TRV	Electrical	\$41,197.51
28	2006	Mercedes-Benz	S-Class	Passenger Car	Air Conditioning and Heating	\$53,766.24
29	2008	Mini	Cooper	Passenger Car	Suspension and Steering	\$27,737.03
30	2008	Nissan	Rogue	Light Truck	Body and Trim	\$21,107.74
31	2009	Nissan	Rogue	Light Truck	Electrical	\$25,817.08
32	2008	Nissan	Titan	Light Truck	Suspension and Steering	\$37,358.34
33	2008	Suzuki	Forenza	Passenger Car	Engine Performance/Emissions	\$15,330.05
34	2005	Toyota	Sienna	Light Truck	Air Conditioning and Heating	\$24,243.63
						\$1,762,569.70

¹This vehicle was repurchased by the dealer who converted the vehicle, Tom Benson Chevrolet.

²The final order was later deemed to have been rejected by the complainant.

³The final order was later deemed to have been rejected by the complainant.

Texas Motor Vehicle Division Lemon Law Rule §215.210 (43 TAC 215.210(4)) requires a manufacturer to issue a disclosure statement, hang a disclosure label from the rear view mirror and re-title a reacquired vehicle prior to resale when the vehicle has been:

- ordered to be repurchased or replaced by the Texas Motor Vehicle Division,
- reacquired to settle a Motor Vehicle Division lemon law or general warranty complaint, or
- transferred to Texas after being reacquired to resolve a warranty claim in another jurisdiction.

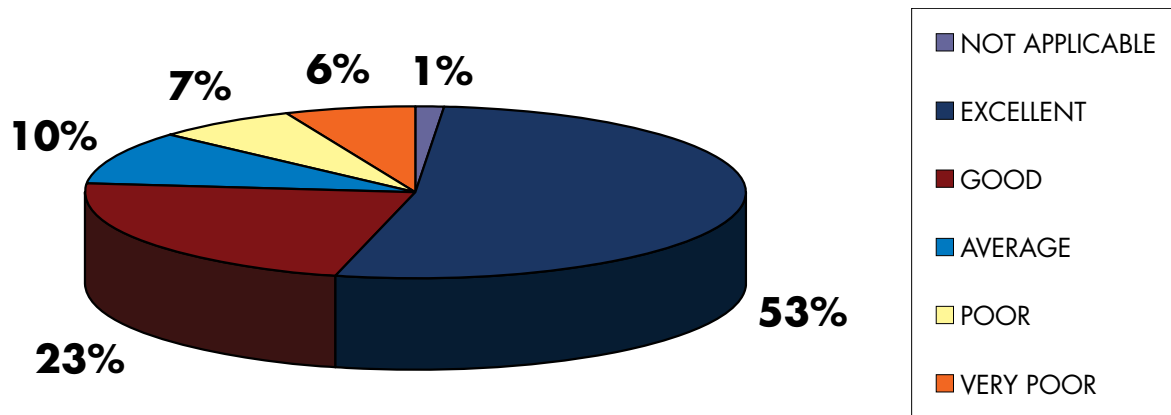
Chart M shows the number of vehicles reacquired by manufacturers for CY '07, CY '08 and CY '09. Both the disclosure statement and label are required to accompany the vehicle through the first retail sale. The selling dealer is required to return the completed disclosure statement and label to the Motor Vehicle Division within 60 days of the retail sale. The forms must be the ones provided by or approved by the Motor Vehicle Division. The manufacturer is also required to repair the defect or condition in the vehicle that resulted in the vehicle being reacquired and issue, at a minimum, a 12-month/12,000 mile (whichever comes first) basic warranty. The increase in the number of reacquired vehicles transferred to Texas for resale in CY '09 is attributable to program improvements in the monitoring and recording of the information.

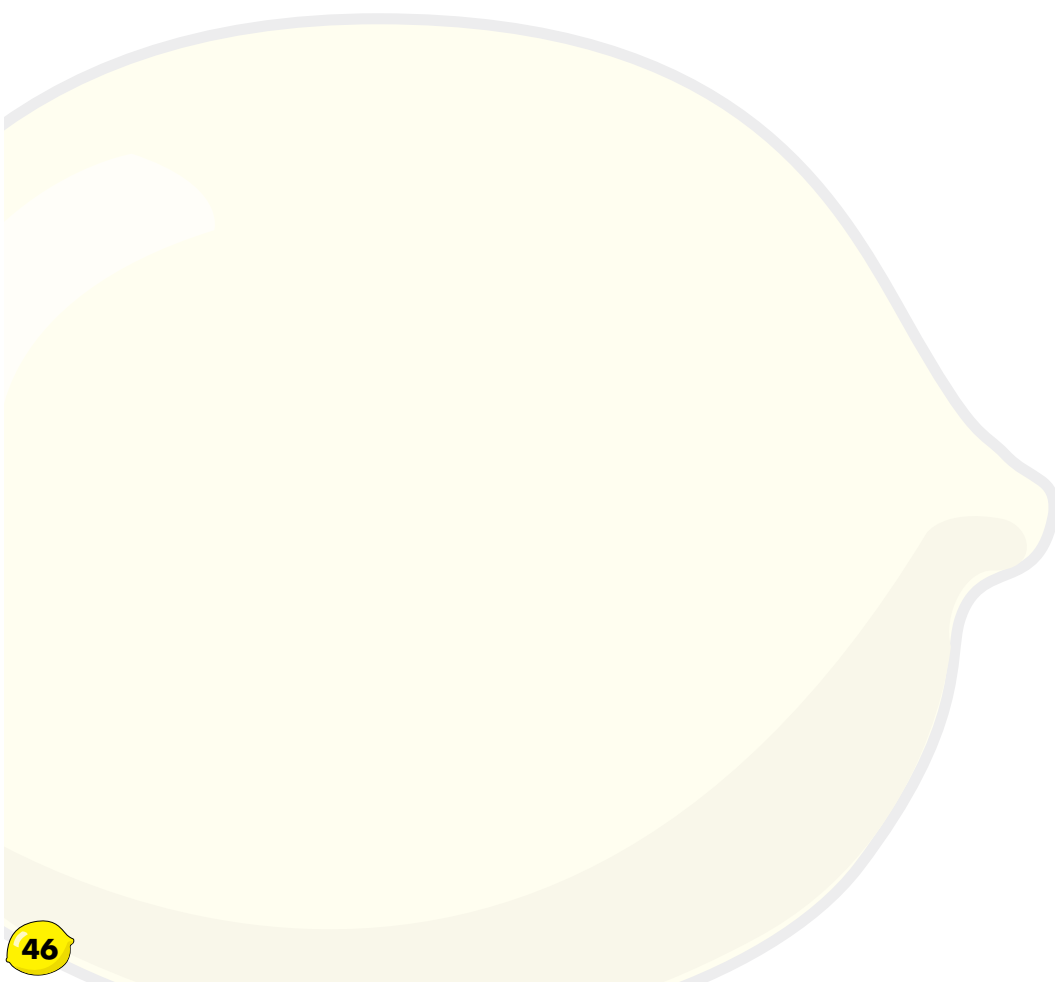
CHART M MANUFACTURER REACQUIRED VEHICLES

	CY '07	CY '08	CY '09
Ordered Repurchases/Replacements	16	36	34
Reacquired Vehicle Settlements	109	141	119
Reacquired Vehicles Transferred to Texas	461	225	805
Total	586	402	958

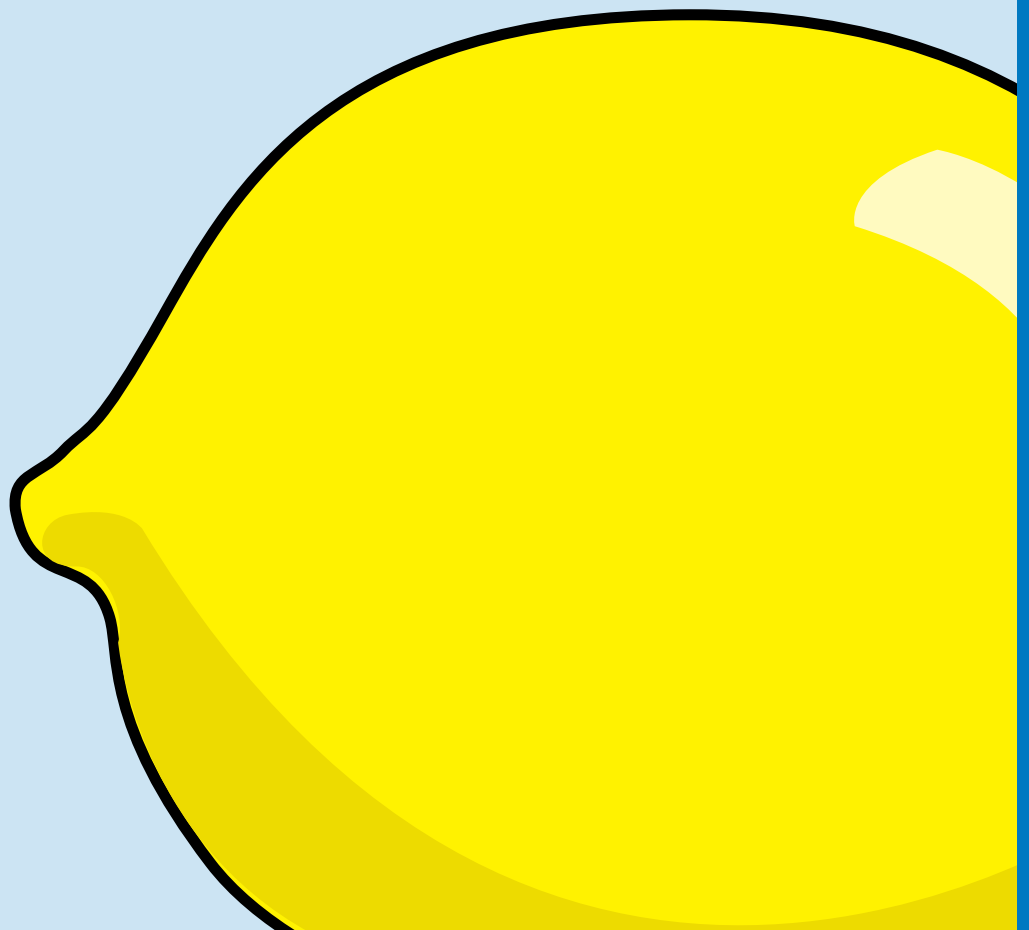
The customer satisfaction survey continues to indicate the overwhelming majority of the complaints rate the Texas Lemon Law Program above average. Chart N shows the rating by category.

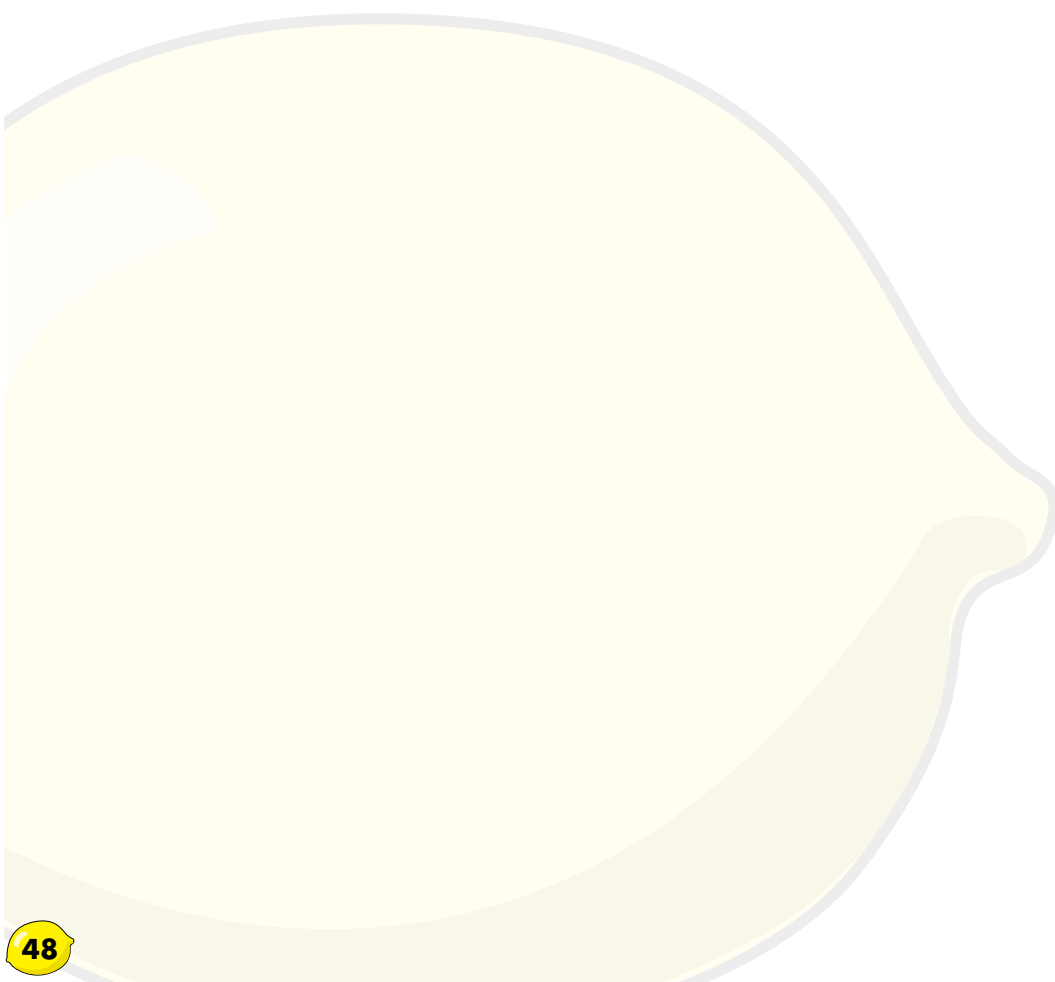
CHART N
OVERALL LEMON LAW PROGRAM RATING





CONCLUSION





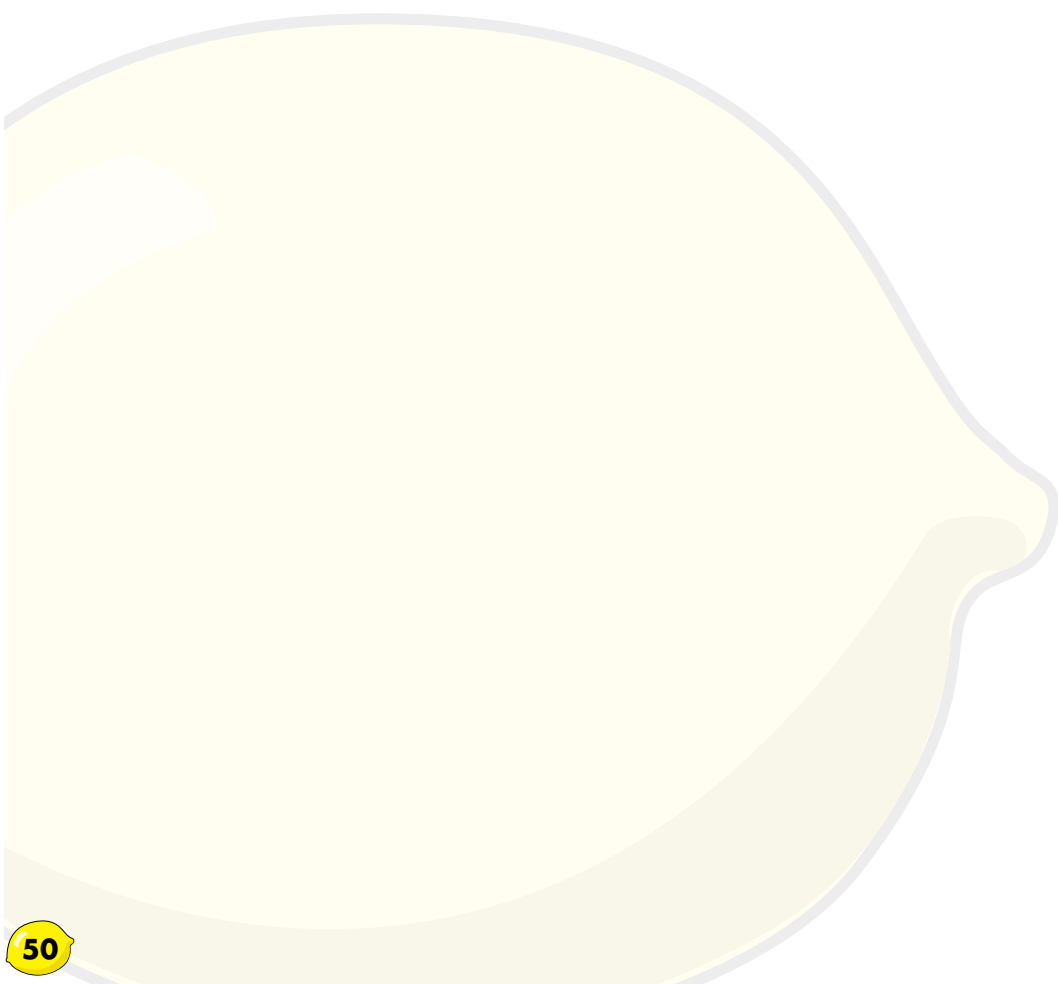
CONCLUSION

Despite the slow down in the economy, the statistics for CY '09 reveal that most manufacturers have continued to view the Lemon Law as an opportunity to improve customer satisfaction and increase market share instead of costly litigation where success is defined as winning at any cost. As a result, manufacturers repurchased or replaced 119 vehicles in CY '09, which helped minimize complaint processing times.

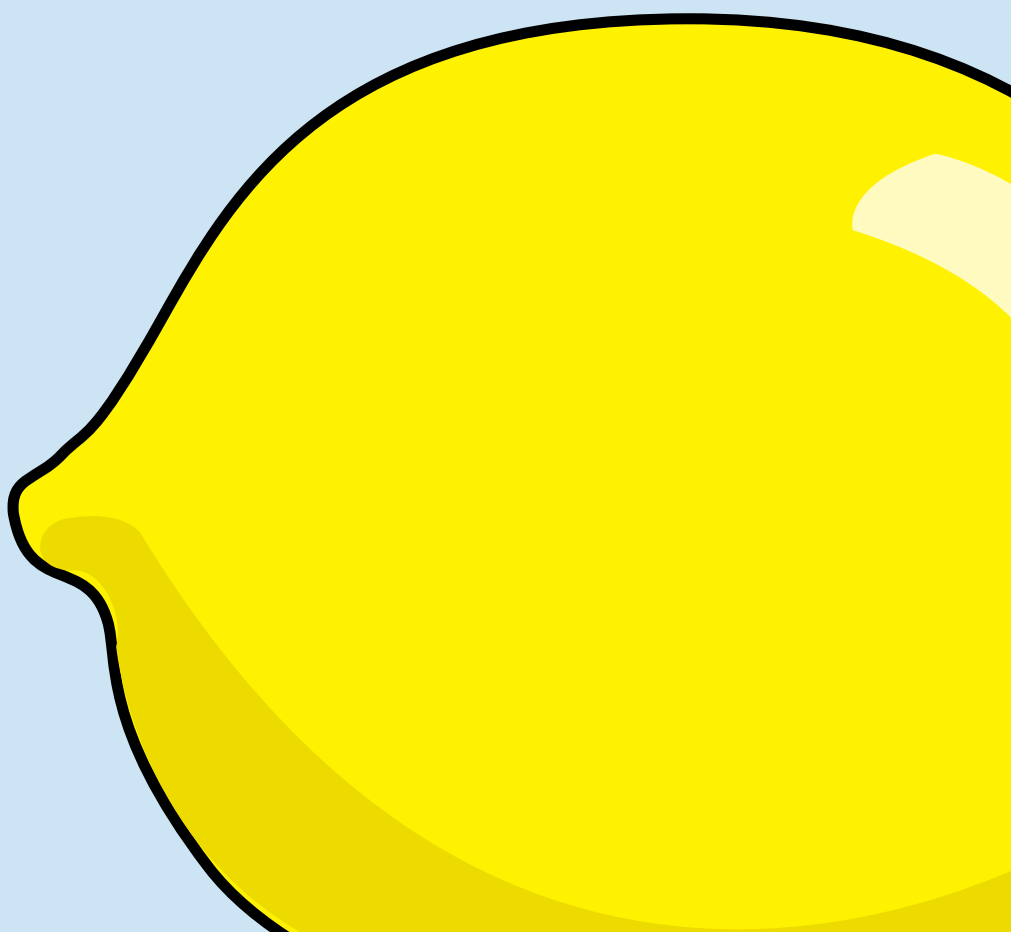
Further statistics reveal that in 59.5 percent of the complaints closed in CY '09, consumers received some type of relief totaling over \$7.9 million in benefits to consumers.

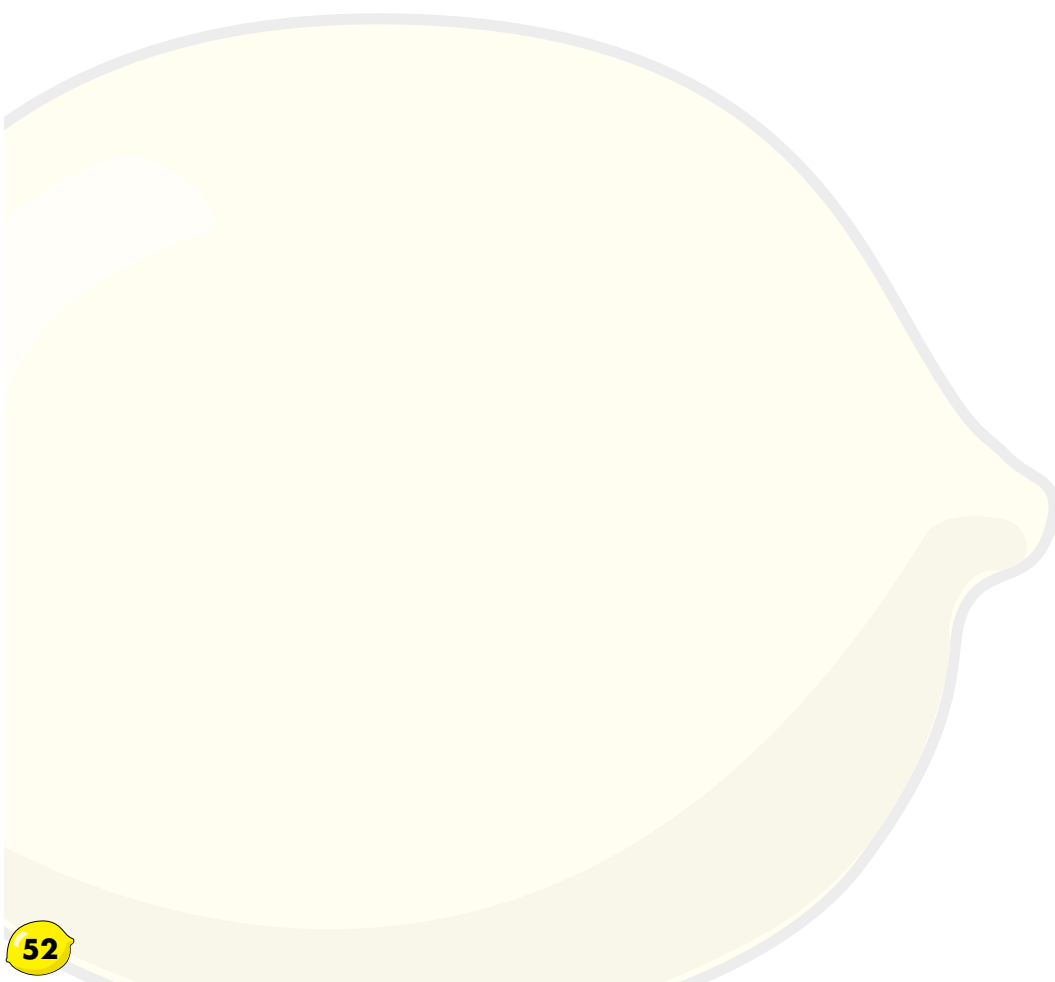
It is anticipated that the information presented here will be of benefit to consumers and manufacturers. Anyone who has questions may call (512) 416-4800 or toll-free (800) 622-8682 for further clarification. This report and additional Lemon Law information are available from the Texas Department of Motor Vehicles or on the Internet.

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ACKNOWLEDGMENTS





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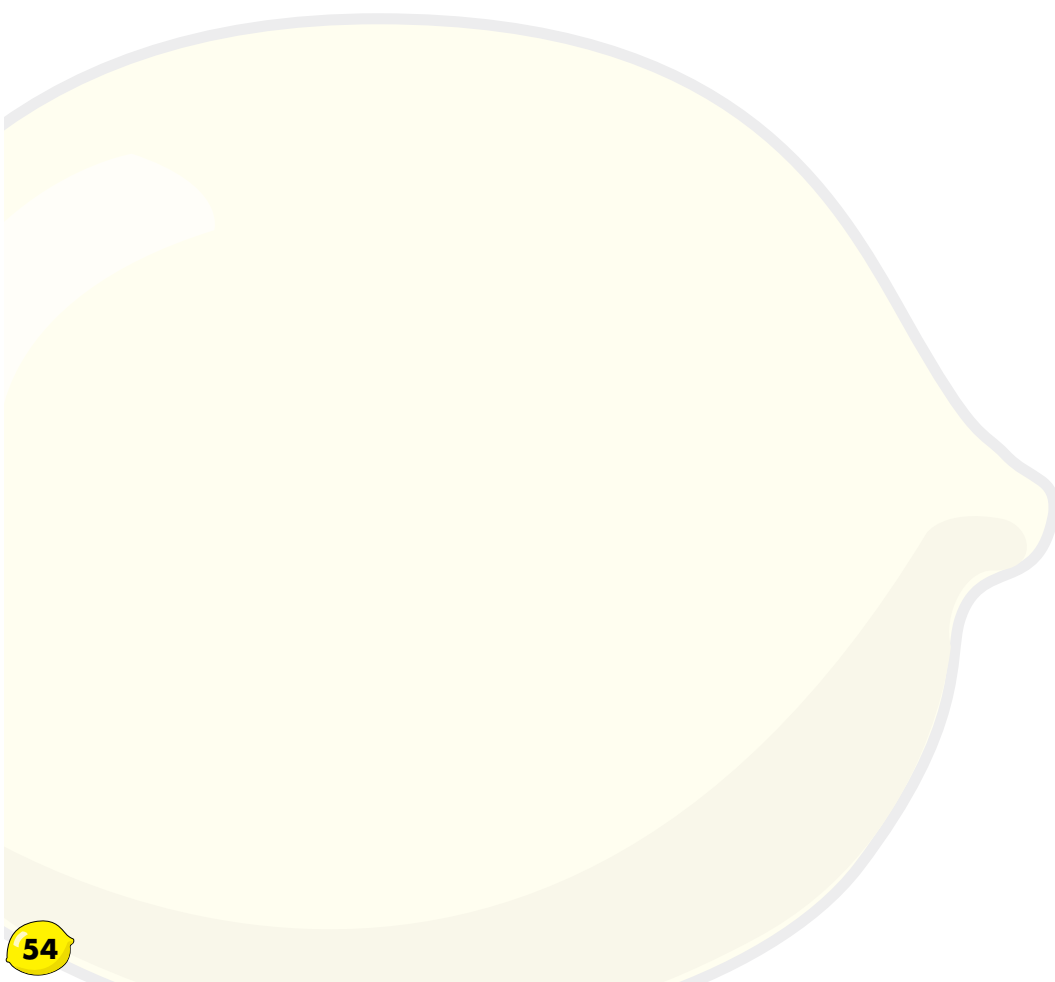
The eighteenth annual report of the Texas Lemon Law Program was prepared with the help and toil of many. Several Motor Vehicle Division staff members made significant contributions while performing their regular duties. Special thanks to the Motor Vehicle Division's employees:

*Anne Lehnick
Stephanie Rogers
Cindy Sedillo*

These employees' tireless and meticulous work made the report possible. All of the Consumer Affairs Section's staff deserve a sincere word of gratitude for their support and cooperation during the entire year while contributing to the preparation process.

L. David Brunke
Director - Consumer Affairs



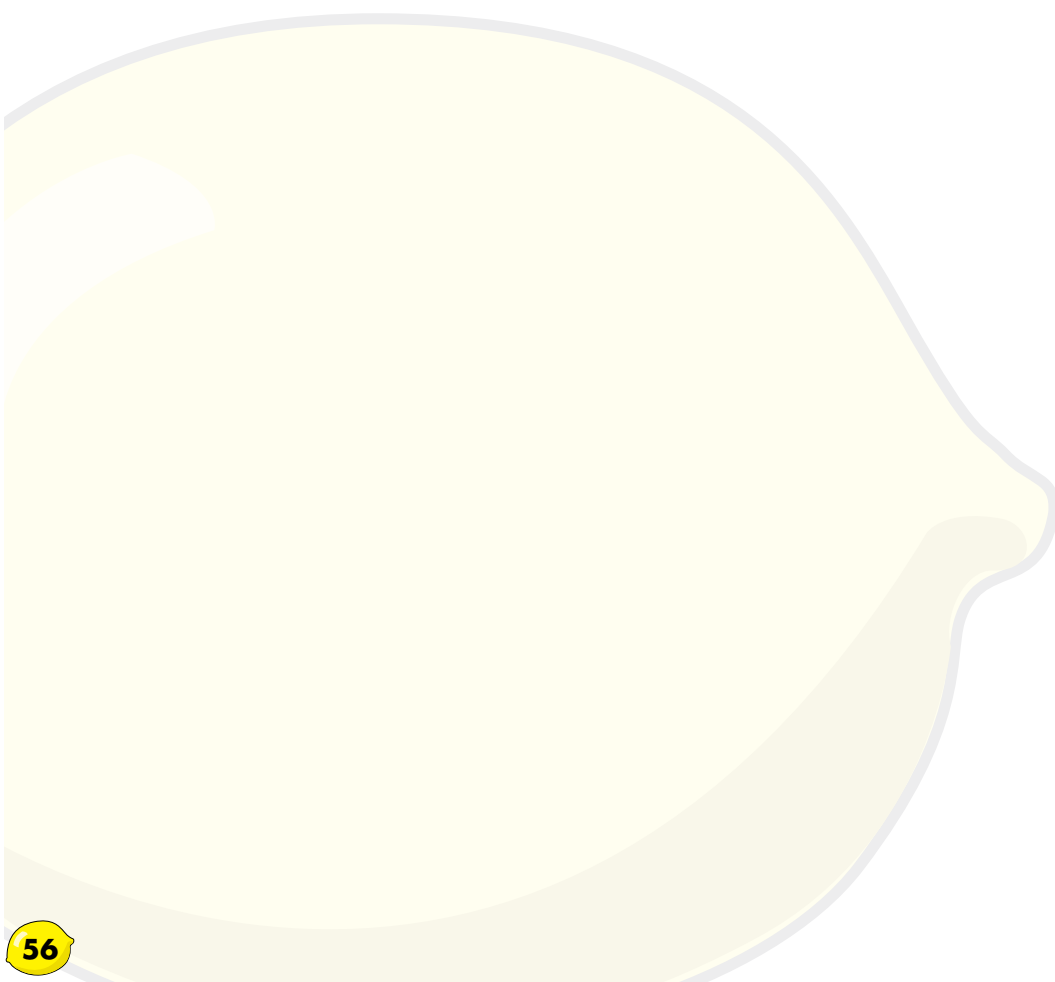


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